

Transforming
Lives

CDE November Public Webinar

November 19, 2020

What is the CDE?

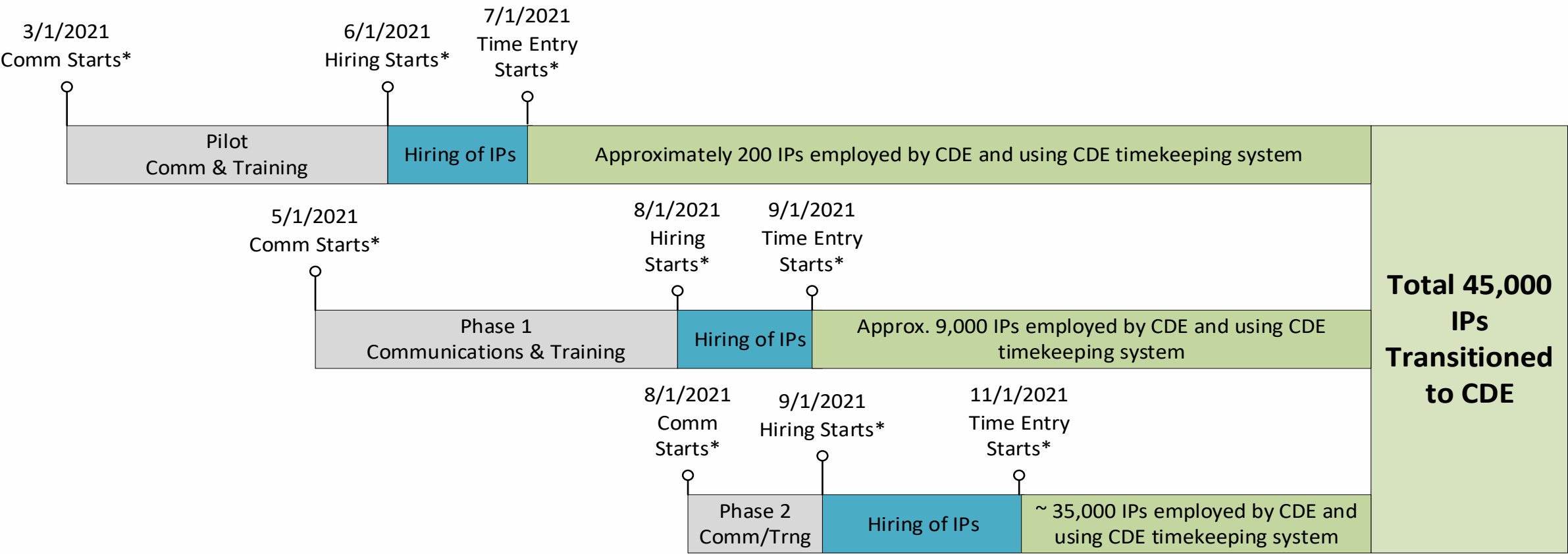
The Consumer Directed Employer (CDE) will transfer the employer support responsibilities of Individual Providers (IPs) from DSHS and AAA case management staff to a contracted vendor. The contracted vendor is Consumer Direct Washington (CDWA).

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 Rollout Timeline



**Dates are targets pending readiness review*

CDE implementation

What stays the same

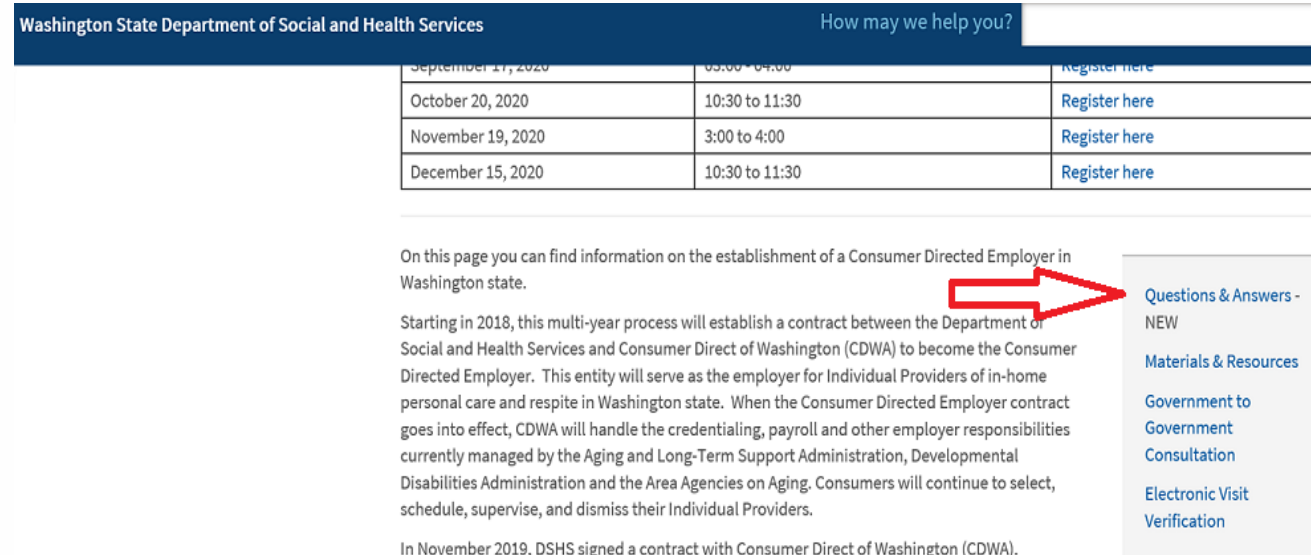
- Case Managers do the CARE assessment
- Case Manager develop care plans w/ clients
- IP training requirements
- IP cumulative career hours and PTO
- Clients select, schedule & manage the work of IPs
- Clients can select eligible family members to be IPs
- Clients can still receive service from an IP (including Nurse Delegation) or through a Home Care Agency

What will change

- The Consumer Directed Employer (CDE) will be the legal employer of IPs
- IPs will no longer contract with DSHS
- The CDE will be responsible for managing all IP administrative tasks: payroll, background checks, tracking IP training compliance
- Electronic Visit Verification (EVV) system in place for IPs who do not live with the clients they provide care for

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?

September 17, 2020	09:00 - 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

- Completed review CDWA ICDs and user stories in areas of IP qualifications, authorizations download, claims, and event notifications to case management
- Continuing work on CDWA/CARE interface design
- Submitted change requests to ProviderOne and CARE
- Began system test planning and requirements validation planning documents
- Review interface documents for Advanced Home Care Aide certification eligibility
- Completed interface documents for Benefits Group/CDWA data exchanges

Upcoming Tasks

- Establish baselines for solutions readiness metrics
- Review interface documents for return of signed service summaries to DSHS (Barcode)
- Begin work on system access for CDWA testing resources
- Schedule system testing periods with interface partners
- Complete validation planning
- Complete data conversion planning

Readiness Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Submitted draft CDE WACs for internal review• Posted Talking Points #23 (Implementation Rollout) and #24 (Proposed Implementation Timelines)• Continued review of CDWA draft Policies & Procedures• Continued collaboration with CDWA on Readiness Review Metrics• Supported CDWA's presentation at IPAC	<ul style="list-style-type: none">• CDWA and Project Team continue collaboration efforts with Pilot planning• Plan CDWA virtual "Get to Know the CDE" informational sessions for Clients & IPs• Integrate feedback received from WAC review• Launch Readiness Assessment #2 for IPs

CDWA Pilot planning update

- By February 1, ALTSA and DDA will select approximately 200 IPs from offices in Lewis, Mason, and Thurston counties to participate
- The Pilot IP sample will encompass as much diversity as possible across all three agencies: DDA, AAA, HCS
 - **Examples:** rural, urban, tribal, parent providers, adult child providers, nurse delegation, LEP, client w/ multiple IPs, IPs w/multiple clients, live-in IP, clients who pay participation, etc.
- By mid-March 2021, CDWA will begin contacting identified Pilot IPs with next steps
- More detail to follow

CDE presentation at the Indian Policy Advisory Committee (IPAC) subcommittee meeting

Aging and Long-Term Support Administration

About ALTSA | Frequently Asked Questions | Find Local Services, Information and Resources

Alert: Updated information on COVID-19

Learn More

Home > ALTSA > Stakeholders > Consumer Directed Employer > Consumer Directed Employer Government to Government Consultation with Washington's Tribes

ALTSA

Stakeholders

Traumatic Brain Injury (TBI) Resources Washington State

Community First Choice Option

Washington Health Home Program

Roads to Community Living

Fostering Well-Being

Long-Term Care Services & Information

Consumer Directed Employer Government to Government Consultation with Washington's Tribes

Meeting Name	Date & Time	Location	Handouts
IPAC Subcommittee	November 10, 2020	ALTSA HQ	
IPAC Subcommittee	August 11, 2020	ALTSA HQ	Handouts
IPAC Subcommittee	June 9, 2020	ALTSA HQ	None
Consultation	February 11, 2020	ALTSA HQ	Handouts
Tribal Summit	November 1, 2019	Great Wolf Lodge Grand Mound, WA	Handouts

For additional information regarding the CDEs Tribal consultations/meetings please go to the [CDE public website](#)

Getting to know the CDWA for clients & IPs

Upcoming sessions in 2021:

- February 1st
- February 5th
- February 8th

More information to come regarding times & registration

Question:

What topics would you like to learn more about during the upcoming Getting to know the CDE?

Please type your answer in the question box

Questions from the October Webinars

Q: Will clients be able to call in to the “Get to know the CDE” informational sessions and will there be interpreter services available?

A: Yes, people will be able to call in. At this point in time CDWA is not planning on having the “Getting to know the CDE” informational sessions have interpreter services available.

Q: As IPs will be learning two different Electronic Visit Verification (EVV) systems within a few months, will the two systems have any similarities?

A: The two systems are similar in that they both have the IP sign in, select the client to whom they are providing services, record work start time, identify tasks provided, and record work end time.

Q: How will electronic reporting work for IPs serving multiple clients in same household when the IP doesn't live in that household?

A: The EVV system's shift logging is based on each IP/Client pair. The IP will need to clock in and out for each client and make sure there is no duplication of services.

Q: With EVV, will IPs be able to claim more hours than they are authorized?

A: Federal and state labor laws require that employees are paid for all hours worked. However, if the IP does over claim without appropriate justification, they may be subject to disciplinary actions by the employer.

Q: If I have a smartphone but no Wi-Fi, how will EVV work?

A: IPs can capture their shifts on the phone and then upload them when they reach a Wi-Fi location. Or, IPs may request an exception process for using methods other than smartphones to capture their shifts.

Q: How long will it take to hire a new IP?

A: The hiring process will be completed as rapidly as possible within 5 business days.

Q: What day of the week will live-in providers have to submit their hours?

A: The date for pay period submission cutoff has not yet been determined.

Q: If as an IP, I'm away from my client for two months, do I have to be re-employed after returning? Or can I just resume my job?

A: IPs will remain as active employees for up to a year after their last date of service with CDWA, unless they request to be removed from the list of active employees.

Q: If a client has only one IP but their current IP needs to drop a few hours how would the client get another IP?

A: This process will be similar to how it works today. The client would need to either provide a new IP to go through the CDE hiring process, or look in CARINA for a potential match (CDWA may assist with this process).

Q: As an IP, I prefer to get paid monthly. Can I still do this under the CDE?

A: No, the CDE will pay on a two week cycle. There will be two months in which you will be paid three times.

Q: Will clients be able to verify their IP's hours?

A: Yes. Client will have access to the CDE portal in which they will be able to see the number of hours each of their IPs has claimed.

Questions

Next webinars:
12/15/20 @ 10:30am
1/21/21 @ 3:00pm
2/16/21 @ 10:30am

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

CDE@dshs.wa.gov

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Email the Project:

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