

CDE November Public Webinar

November 15, 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

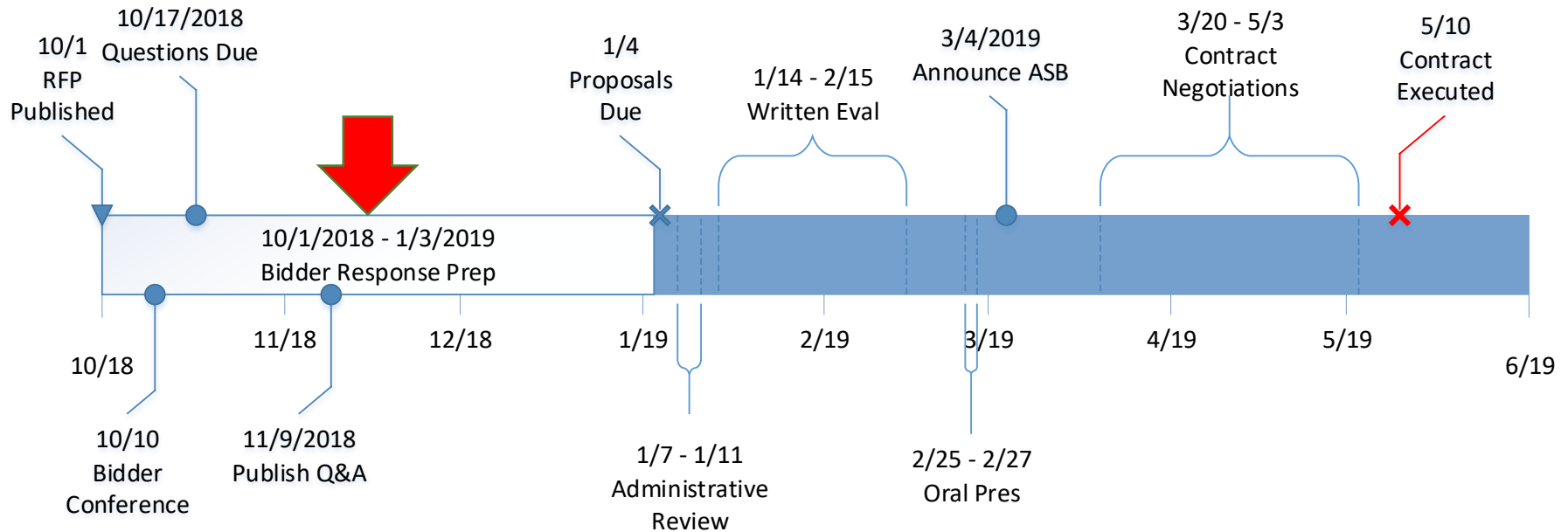
Recent Accomplishments

- Organization Change Management (OCM) Plan approved
- Distributed Stakeholder and Tribal Engagement Report
- Posted Talking Points #4
- Information table at October HCS Case Manager Conference
- Participated in Tribal Summit on 11/1/18
- Posted answers to 308 questions from potential bidders about the Request for Proposal (RFP)
- Finished staff listening sessions

Upcoming Tasks

- Continued development of readiness tools
- Preparation for RFP evaluations
- Ongoing communication and outreach activities
- Continue developing transition plans

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

Organizational Change Management

What & Why of OCM

What is OCM?

- The people side of change
- Structured process and set of tools

Why do OCM on a project?

- Prepared people =
 - Increased productivity and improved outcomes
 - Mitigated negative consequences

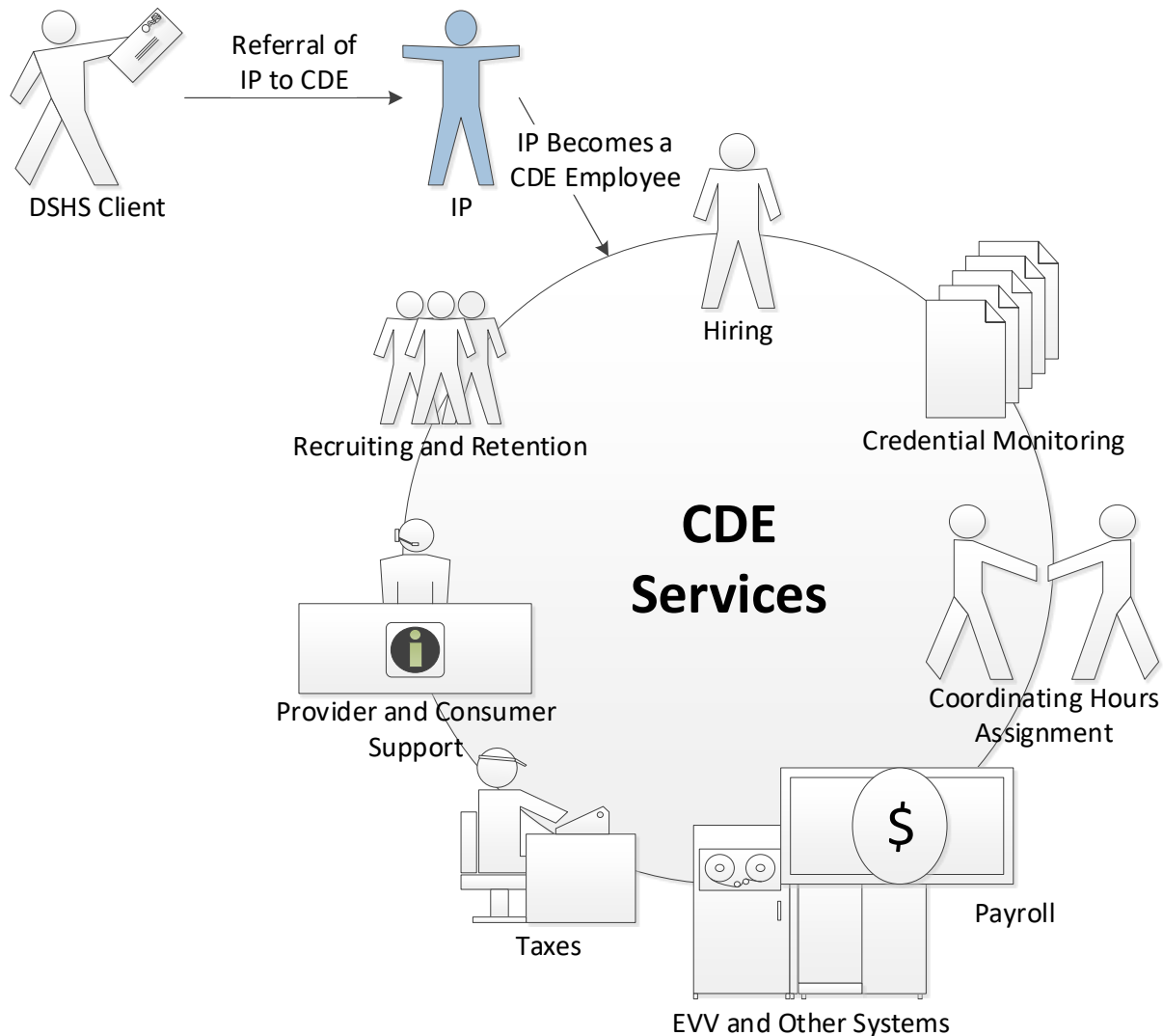
Changes are coming

The CDE Project involves:

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

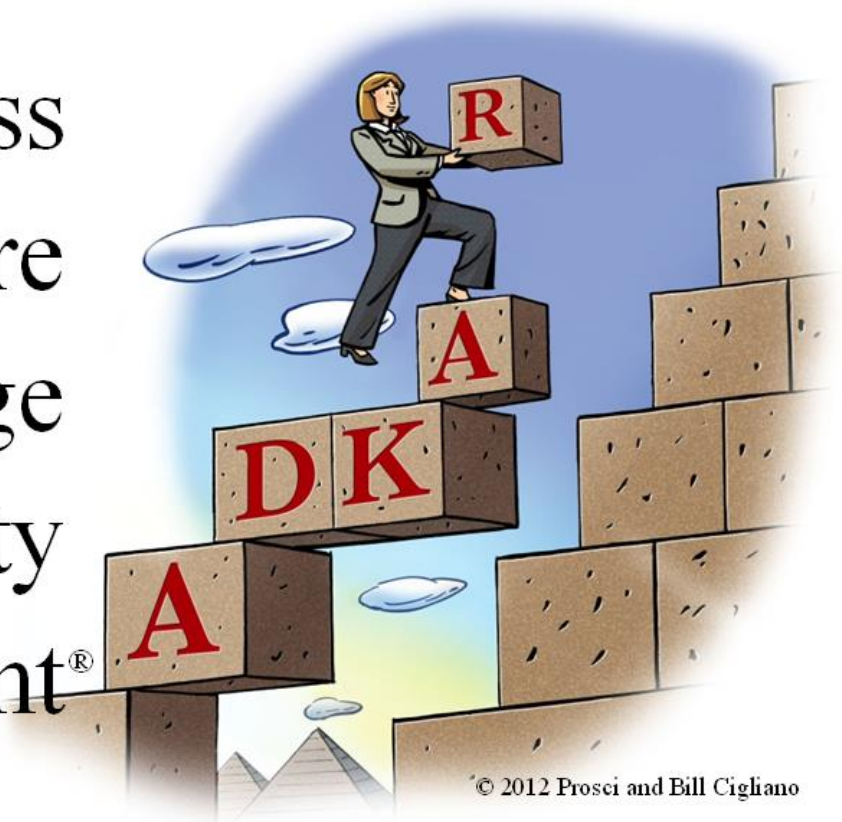
CDE is a significant project with significant organizational change expected.

How IPs will Interact with the CDE



Prosci® - ADKAR: Building Blocks for Change

Awareness
Desire
Knowledge
Ability
Reinforcement®



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Prosci® - ADKAR: Building Blocks for Change

ADKAR MODEL								
Awareness	+	Desire	+	Knowledge	+	Ability	+	Reinforcement = Change
		Desire	+	Knowledge	+	Ability	+	Reinforcement = Confusion
Awareness	+			Knowledge	+	Ability	+	Reinforcement = Resistance
Awareness	+	Desire	+			Ability	+	Reinforcement = Anxiety
Awareness	+	Desire	+	Knowledge	+			Reinforcement = Frustration
Awareness	+	Desire	+	Knowledge	+	Ability		Backsliding

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



New Communication Materials



Listening Sessions Themes

1. Desire for smooth transition
2. Need for good communication protocols between all parties
3. Want more time for true case management
4. It is important that the CDE recognize and actively address Limited English Proficiency (LEP), cultural difference, and lack of access to technology
5. Recognition of need to maintain and grow the IP workforce
6. Importance of the CDE providing good customer service to consumers and IPs

Questions from the October Webinars

Q: Will the CDE take over the HCRR for linking clients with potential IPs?

A: Yes, the CDE will provide clients with the names of potential IPs. The referral registry functions will be absorbed by the CDE. 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 requirements.

Q: When a client goes to the hospital or leaves the state or country, will they be required to inform CM, CDE or both?

A: They will inform both the Case Manager and the CDE.

Q: Will implementation of the CDE result in more delegated providers?

A: We do not anticipate that there will be an increase to the number of delegated providers.

Q: How would a client access a nurse for nurse delegation, through the CDE or through the case manager?

A: The case manager will continue to do the authorizations to the nurse delegator.

Q: Will providers of the CDE still be able to provide self-directed care?

A: Yes. Self-directed care will continue to be available under the requirements outlined in RCW 74.39.050.

Q: What is the CDE's role in collecting client responsibility?

A: As the IP's employer, the CDE must pay the providers for all hours worked. In order to do so, the CDE will pay the IP the total amount due and collect the client responsibility amount directly from the consumer. There is an expectation that the CDE will work with clients who are not paying their client responsibility in an attempt to prevent the discontinuation of services.

Q: May a consumer continue to receive services from his/her current IP after the CDE is implemented?

A: Yes. All current, qualified IPs will be hired by the CDE.

Next webinars:

12/20/18 @ 2:00pm

1/22/19 @ 10:00am

2/19/19 @ 2:30pm

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

CDE@dshs.wa.gov

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