

Transforming
Lives

Consumer Directed Employer March Public Webinar

March 18, 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 CDE vendor is Consumer Direct Washington (CDWA).

Why a CDE?

To build capacity for DSHS and AAA staff to focus on case management activities by removing the IP administrative related tasks, affording more time for staff to support clients in their ability to live safe, happy, and independently in their home.

CDE Implementation

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

CDE Sponsors interview w/ Developmental Disabilities Council



<https://informingfamilies.org/cde-update-2-21/>

CDE Project Updates

Solutions Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">● Closed Design phase and transitioned to Development/Testing phase of project● Restructured responsibilities of HCS and DDA program managers to assist with solutions validation work● Launched recurring workgroup series with vendor and ProviderOne subject matter experts● Continue data conversion planning with vendor and system partners	<ul style="list-style-type: none">● Review updated vendor schedule, accounting for adjustments to testing, pilot, and implementation timelines● Receive vendor demonstrations in areas of provider hiring and employee profile creation● Send first draft of test scenarios to vendor for examination and adoption

CDE Rollout

	Approx. # IPs	Time Capture Date	Counties
Pilot	200	October 2021	Portions of Lewis, Mason, Thurston
Phase 1	15,800	February 2022	Ferry, Island, Kitsap, Lewis, Mason, Pend Oreille, Pierce, San Juan, Skagit, Spokane, Stevens, Thurston, Whatcom, Whitman
Phase 2	29,800	April 2022	Adams, Asotin, Benton, Chelan, Clallam, Clark, Columbia, Cowlitz, Douglas, Franklin, Garfield, Grant, Grays Harbor, Jefferson, King, Kittitas, Klickitat, Lincoln, Okanogan, Pacific, Skamania, Snohomish, Wahkiakum, Walla Walla, Yakima

Readiness Update

Recent Accomplishments

- Reviewed CDWA's Questions & Answers document from the three February Getting to know the CDE virtual sessions
- Began making updates to the CDE Public internet site
- Completed testing of IP readiness assessment #2
- Held CDE engagement meetings with Colville and Yakama AAAs
- Incorporated feedback on WAC changes

Upcoming Tasks

- Integrate stakeholder feedback on CDE communications
- Continued development of the CDE Pilot plan
- Integrate feedback received from internal and external WAC review
- Finalize Readiness Assessment #2 for IPs & schedule release late March/early April
- Continue planning for 2021 presentation opportunities (e.g. DDA Community Summit, SEIU Annual Conference)
- Post Q&As from the "Get to Know the CDE" presentations

Ways IPs can get ready now!



Review IPOne to ensure your info is current:

- Phone number
 - Mailing address
 - Email address
 - Paid Time Off (PTO) balance
-
- Keep current on all required IP training & background checks
 - Respond promptly when you receive information about your transition to the CDE - Don't wait until the last minute!

IP Benefits and the CDE

- IP benefits will **not** change upon changeover to the CDE
- Benefits are determined based on the Collective Bargaining Agreement (CBA) at the time of transition to the CDE
- Questions regarding IP benefits will continue to be addressed by the Members Resource Center (MRC) just as they are today

CDE IP payroll

- Upon changeover to the CDE, IPs pay schedule will change to every other Friday
- As CDE employees, IPs will receive 26 pay checks per year instead of 24
- Pay periods will still begin Sunday at 12:00am & end Saturday at 11:59pm
- As an employee of the CDE, IPs will need to let CDWA know how they want to receive their pay
 - Direct deposit in to the IPs bank account
 - Debit card
- See Talking Point #22 – Pay date changes

Key take-aways

- **All IPs, including Parent Providers & Live-in IPs:**
 - Will become employees of the Consumer Directed Employer (CDE)
 - 90 days prior to your transition phase, you will receive important information regarding next steps from CDWA via email and/or U.S. mail
 - IPs **must** complete CDWA's new hire employment documents within **90 days** of receiving
 - Make sure your information in IPOne is **current** (email address, phone # and mailing address and PTO balances)
 - Benefits, required training & background checks for all IPs will **not** change

Key take away

- **Distinctions for Live-in IPs & Parent Providers**

- Live-in IPs will **log** their time/tasks in to CDWA's web portal **weekly**
- Non live-in Parent Providers, **must** use CDWA's EVV app to submit their hours and tasks

February Poll Question Results

What do you usually use the CDE public website for?

- Register for webinars 74.51%
- Review previous webinar slides 40.2%
- Review Talking Points or other resources 39.22%
- Check the Questions & Answers document 52.94%
- Other – please enter into Question box 13.73%

CDE public internet updates

- Remember to register for the February 16th CDE Public Webinar: [Register here!](#)
- **Questions?** Email the CDE Project Team directly CDE@dshs.wa.gov

Webinar link first
thing on the site

Beginning winter of 2021, the Consumer Directed Employer (CDE) will become the legal employer for Individual Providers (IPs) for in-home personal care. As the legal employer, the CDE will assume all IP employer related responsibilities that are currently managed by DSHS and AAAs.

CDE IP and 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](#)

All are links to a page with
the information on it

CDE Quicklinks

- [CDE Home](#)
- [About the CDE](#)
- [Electronic Visit Verification](#)
- [Strategic Development Group Meetings](#)

Upcoming IP Readiness Survey

- Second Readiness Survey to be distributed soon to Individual Providers
- Will help us understand what IPs know and how ready they feel for the change
- Will be distributed by email. Sign up here:
 - ALTSA - <https://public.govdelivery.com/accounts/WADSHSALTSA/subscriber/new>
 - DDA - <https://public.govdelivery.com/accounts/WADSHSDDA/subscribers/new>

Upcoming CDWA informational sessions

- April 5th 9am – 9:30am Getting Ready for the CDE
- April 14th 3pm – 3:30pm What Parent Providers Need to Know
- April 21st 9am – 9:30am What Live-in Providers Need to Know
- April 27th 6pm – 6:30pm Getting Ready for the CDE

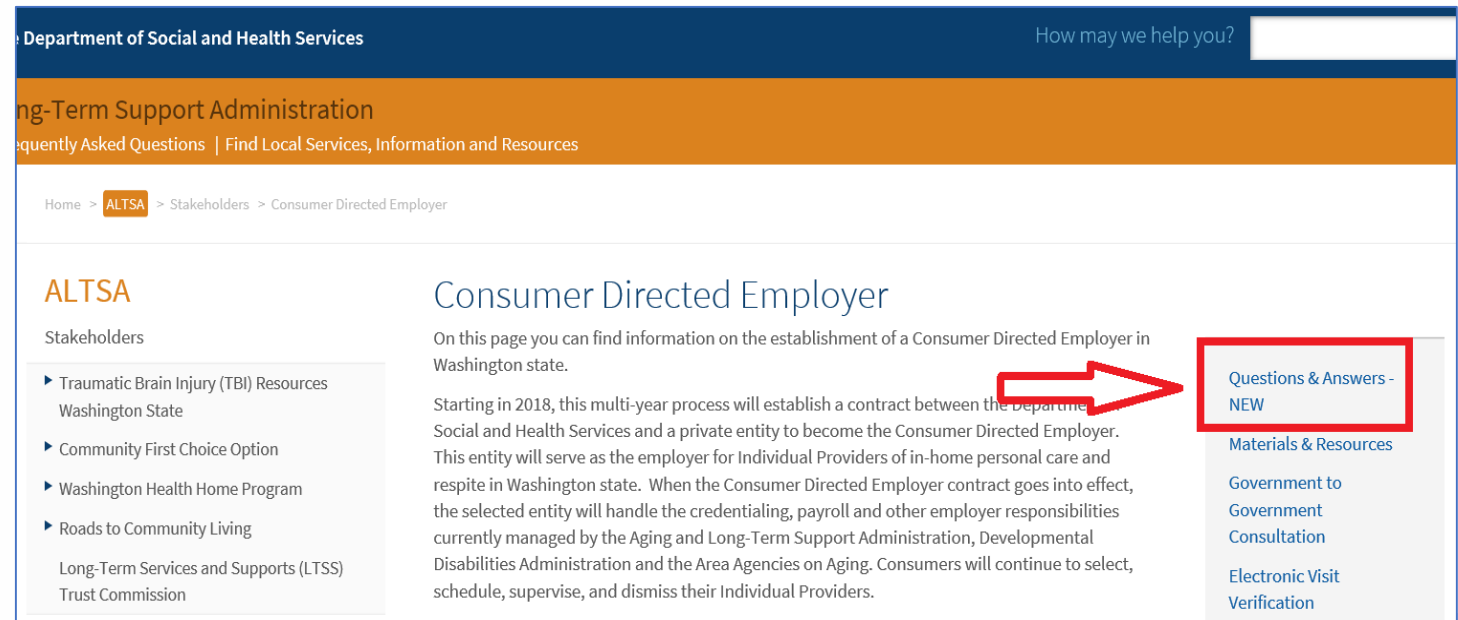
More information to come regarding registration for these sessions

February Webinar Questions & Answers

CDE Q&A Document

- Updated after each webinar
- CDE Website → Right Sidebar → “Questions & Answers” (.pdf)

- General Questions
- Effects on Clients
- Effects on Individual Providers
- Effects on Case Management
- Electronic Visit Verification



Q. Will an IP always work with the same Service Coordinator?

A. Will an IP always work with the same service coordinator? Service Coordinator caseloads are assigned on a Client basis, so IPs serving multiple Clients may work with more than one Service Coordinator.

Q. Will there be a paper or phone option when it comes to hiring IPs who lack access to technology or, who may not be tech savvy?

A. CDWA will send Clients and IPs information by mail when electronic options are unavailable. CDWA Service Coordinators will provide telephone support to all Clients and IPs.

Q. What happens if an IP with a live-in provider exemption does not submit their time sheet every week?

A. Live-in providers will need to enter hours worked into the CDWA web portal on at least a weekly basis. CDWA will be unable to pay IPs for time worked until a record of their tasks and hours is submitted.

Q. Will there be adequate customer support staff to assist clients/IPs during the changeover to the CDE?

A. CDWA will begin communications with Clients and IPs 90 days prior to each phase of the changeover. CDWA will increase the number of staff on the customer service teams during the changeover process to handle additional volume.

Q. What clock-in and clock-out options are available to IPs who do not have access to a smart phone?

A. IPs who live with their Client will need to submit their tasks and hours at least weekly on the CDWA web portal. IPs who do not live with their client will be required to submit their time through Electronic Visit Verification (EVV). CDWA has an EVV-compliant landline call-in option for IPs who do not have a smart phone.

Q. When will IPs start completing the new hire documentation for the CDE?

A. CDWA will begin sending out communications on new hire processes and how to complete them three months prior to transition date for each phase.

Q. Is there any way for DSHS staff to access reports on the hours an IP works in a given month?

A. DSHS staff who need to see hours billed by CDWA should access this information via the ProviderOne system. DSHS staff will not have direct access to CDWA systems.

Questions

Next webinars:

4/20/21 @ 10:30am

5/20/21 @ 3:00pm

6/15/21 @ 10:30am

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

CDE@dshs.wa.gov

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

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Visit the CDE website: <https://www.dshs.wa.gov/ altsa/ cde>

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Email the Project:

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