

CDE March Public Webinar

March 19, 2019

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.

Vision

Simplify processes and increase efficiency

- Case management staff will have more time to work with clients to support activities that maintain their health and well-being
- Clients will receive more focus from case managers
- IPs will work with a single entity for payroll, tax reporting, credentialing and other concerns

CDE Project Update

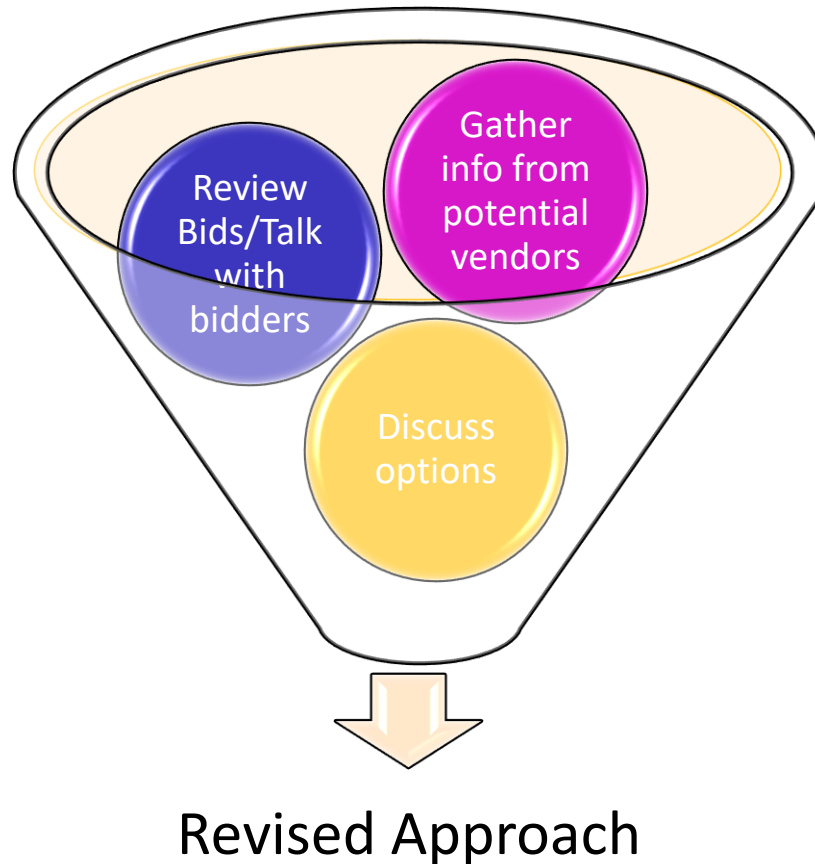
Recent Accomplishments

- Completed review sessions of bidder responses
- Debriefed with vendors who submitted bids and LOIs
- Completed discussions with entities who submitted letters of intent, but chose not to bid
- Posted Talking Points #8, “Changes in CDE Procurement”
- Continued readiness activities
- Project team staffing complete
- Presentation to the Home Care Coalition

Procurement Cancellation

- Received 2 bids from vendors with deep experience in the home care industry
- RFP was highly complex and bidders did not fully understand all of the RFP requirements and DSHS business needs
- The financial proposals in each bid exceeded the available funding
- The CDE Project Sponsors decided to cancel in order to communicate with vendors about higher than expected prices
- DSHS remains committed to implementing the CDE as required by the 6199 legislation.
- While the procurement was cancelled, the CDE project team continues to evaluate options to meet the legislative requirement

Procurement Cancellation



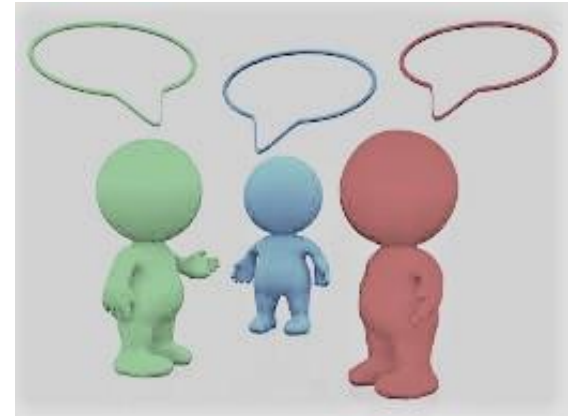
Procurement Cancellation



New timeline TBD

Procurement Cancellation

- Readiness work continues
- Transition plans will be adjusted to reflect the new approach/timelines



What We've Heard from You

- Clear communication of responsibilities between case managers and CDE
- Communicate with IPs and clients in multiple ways
- LEP options (written/verbal)
- Dedicated resources

What We've Heard from Potential Vendors

- Understanding need for good communication and collaboration with case managers
- Ability to communicate with IPs and clients in multiple ways
- Plans to offer LEP options (written & verbal)
- Dedicated resources

Upcoming Tasks

- Complete discussions with the two bidders
- Finalize review of the two RFP responses
- Continue developing transition plans
- On-going communication and outreach activities
- Finalize the client and IP readiness strategy

Questions from the January Webinars

Q: Are the webinar questions and answers posted for viewing?

A: The monthly public webinars are posted to the CDE website (<https://www.dshs.wa.gov/altsa/cde>) under “Materials & Resources”.

A compilation of questions and answers from all the webinars may also be found on the website.

Q: What communication efforts are being done to alert IPs of the change to the CDE?

A:

- During the 2018 legislative session extensive outreach was done with stakeholders including groups representing family members. The Informing Families group has published an informational video on the CDE. The video can be accessed at: <https://informingfamilies.org/cde-video/>.
- During the summer of 2018, listening sessions were held across the state. Family members attended the sessions and planned to take the information provided to those groups. Additionally, members of the Consumer Directed Employer Strategic Development Group represent family member constituents and provide on-going information to those they represent.
- As the project continues and implementation is closer, there will be extensive outreach for all families and clients as part of the project's readiness activities.

Q: Are the transition plans for the clients or home care agencies?

A: Transition plans are part of the readiness activities in the Organizational Change Management (OCM) process. They detail work that needs to be done to achieve business process changes, such as authorizing and assigning tasks to the CDE instead of to the IP.

For more information about OCM and transition plans, please see Talking Points #4 – OCM/Readiness.

Q: What will happen to the active IP contracts at the time of the CDE implementation?

A: All active contracts will be terminated by DSHS for convenience after the transition.

Q: Will there be any different expectations or requirements for Parent Providers when they are employed by the CDE?

A: Parent Providers will continue to have the same requirements they have now.

Q: Will there still be a need for the Training Partnership?

A: Yes. The Training Partnership will continue to develop training and offer continuing education training opportunities for IPs.

Q: How will client responsibility work when the IP is also the representative payee?

A: The client, or the client's representative, will pay the client responsibility amount to the CDE.

Q: If the CDE vendor is from out of state, will there be CDE staff stationed in the State to assist clients, IPs, and field staff locally?

A: Yes. There is a requirement that the CDE provide a local presence throughout the State and ensure that all counties are covered. This presence may differ from county to county based on population, geography and need for in person support.

Q: How long will IPOne remain available to access historical data for things like hearings, etc.?

A: This has not yet been determined, but will be included on the IPOne transition plan.

Next webinars:

4/23/19 @ 10:00am

5/21/19 @ 10:00am

6/18/19 @ 10:00am

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

CDE@dshs.wa.gov

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Email the Project: CDE@dshs.wa.gov

Marilee Fosbre
CDE Project Director
Marilee.Fosbre@dshs.wa.gov

Dennis Elonka
CDE Project Manager
Dennis.Elonka@dshs.wa.gov

Kindra Benavidez
Organizational Change Manager
Kindra.Benavidez@dshs.wa.gov