

CDE Project Monthly Public Webinar

August 22, 2018



What is the CDE?

The Consumer Directed Employment project will transfer the administrative functions and responsibilities of IP management from DSHS and AAA case management staff to the Consumer Directed Employer.

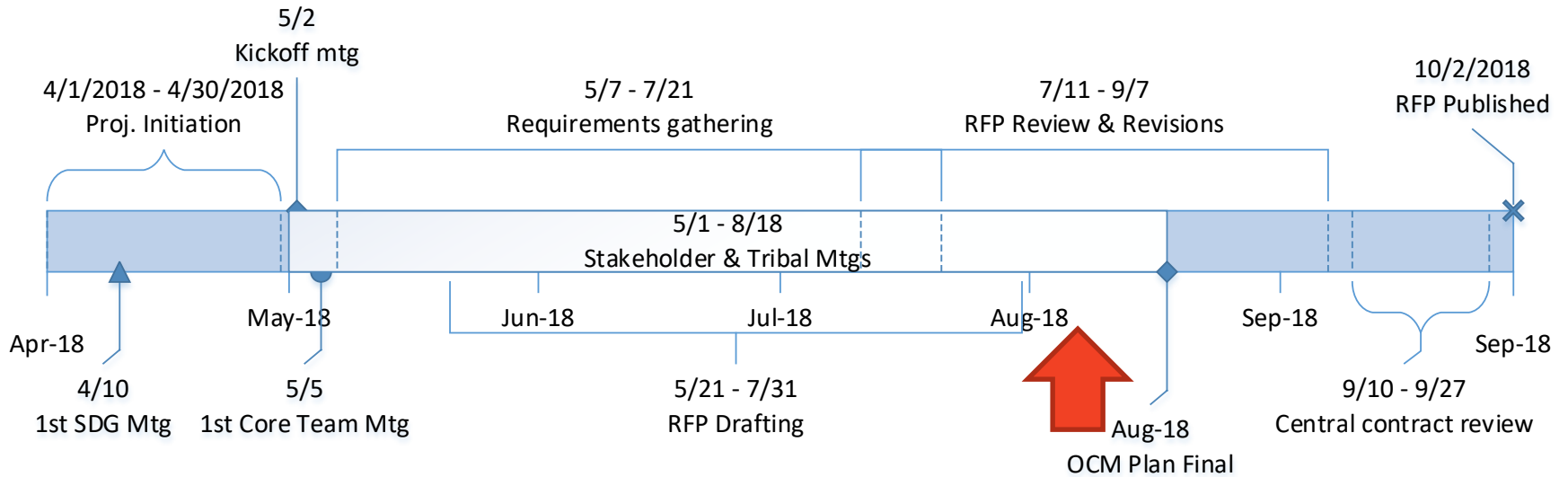
Vision

More Time and Efficiency

- Case management staff will have more time to work with participants to support activities to 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

Project Startup and Procurement Prep Schedule



Recent Accomplishments

- 19 of 19 requirements sessions complete
- Internal requirements review complete
- All Request for Proposal (RFP) sections in first draft
- 8 of 12 RFP Sections are through review
- Sample contract approximately complete
- Business analyst began August 6, 2018
- Readiness analyst accepted offer
- Listening sessions and tribal roundtable complete

Upcoming Tasks

- Complete RFP reviews
- Complete Sample Contract reviews
- Complete Organizational Change Management Plan
- Info table at the October Case Manager Conference for HCS staff
- Onboard new team members
- Recruit additional business analyst (fall 2018)
- Recruit additional readiness analyst (fall 2018)

Tribal Engagement

Recent Tribal Engagement:

- August 15, 2018 - Tribal Roundtable held

Upcoming Tribal Engagement:

September 4, 2018 - Tribal Roundtable

September 11, 2018- Tribal Consultation

November 2, 2018- Summit

Listening Sessions

- Held in June and July 2018
- Vancouver, Lynnwood, Renton, Spokane
Kennewick, Lacey
- 37 Attendees (IPs, family members,
consumers)
- IPs were: parents, family members, non-
relatives, live-in, live out, had single
consumers, had multiple consumers

Overarching Themes

- **Usability** – the CDE’s payroll system and business processes need to be user friendly. This includes hiring, assignment of hours, customer service, HR changes, etc.
- **Good process** – business processes and technological processes need to be simple, transparent, and easy to use with clearly defined roles and responsibilities for all users
- **Communication** – good communication between consumers, their families, IPs, case managers, the CDE is crucial for everyone

Overarching Themes

- **Relationship with Case Management** – IPs, consumers, and family members value the current relationship with the case manager and don't want that relationship to be interrupted by the CDE
- **Electronic visit verification (EVV) fears** – concerns about “big brother” listening in or using data for other purposes, or exposing personal data
- **Training needs** – training needed for IPs and consumers in multiple formats before, during and after CDE implementation, and should cover technology and business process changes

Overarching Themes

- **Flexibility** – consumer needs are dynamic and can change quickly; this demands a flexible, rapid-response from the CDE and case managers
- **Workforce development** – IPs want continually improving professional development, working conditions, pay, and benefits; the CDE must attract and retain caregivers to meet the growing demand in this field
- **Service Planning** – IPs, consumers, and family members would like to thoroughly explore service options with their case manager during the service planning process.

Next Steps

- Listening session and tribal input is being used across multiple project activities, including:
 - Developing the requirements and expectations for the CDE
 - Planning for provider, consumer, and staff readiness activities
 - Preparing communication and training

How will DSHS select the Consumer Directed Employer (CDE)?

1. Identify the work the CDE is expected to perform (requirements and qualifications)
2. Publish a Request for Proposal (RFP) asking potential CDE vendors to bid on the work
3. Review and evaluate the bid proposals
4. Identify the vendor best able to meet consumer and provider needs
5. Establish a contract with the vendor

We are on Step 1 and expect to move to Step 2 in October 2018.

Questions from the July Webinars

Q: How will authorizations for consumers being served by both an IP and Home Care Agency be managed?

A: The consumer will decide how many hours they would like the Home Care Agency to provide and how many the IP will provide. The case manager will authorize those amounts, separately, to the Home Care Agency and to the CDE.

Q: How will the CDE handle consumers who have a high number of IPs, such as 8, who all work different service amounts each month? How will the authorization be handled?

A: If the consumer uses multiple IPs, the total number of IP hours will be authorized to the CDE. The consumer will determine the schedule for each IP and communicate the schedule to the CDE. The schedule must be in compliance with IP work week limits.

Q: What is the plan for those IPs who do not have internet access, or a smart phone to use an app for EVV?

A: The EVV system will be have a way to deal with connectivity challenges. A possible solution may include using a land line or uploading information when there is connectivity (like CARE does). It is not yet known whether IPs may use their own devices or a device issued to an IP or the consumer solely for the purpose of EVV.

Q: Will the CDE handle their own administrative hearings when a consumer's chosen IP is not hired?

A: There will not be administrative hearings for denial of choice of provider. This will be handled through a complaint resolution process.

Q: Is the CDE going to be considered a home care agency?

A: No. RCW [74.39A.500](#) (2)(f) specifically states; “A consumer directed employer is not a home care agency under chapter [70.127](#) RCW”.

Additionally, under a home care agency, caregivers cannot be family members of the consumer. Under the CDE, they can.

Q: Will IPs be able to keep the overtime they have been grandfathered in with?

A: IPs will keep grandfathered work week limits. These are permanent work week limits that were assigned based on the number of hours the IP worked in January of 2016.

Q: Will IPs be paid an hourly rate or is that changing?

A: When the CDE is up and running, it must follow the Collective Bargaining Agreement (CBA) that is in place on that date. The CBA sets the hourly rate that IPs are paid and these rates will be in effect at that time.

Q: Who will have regulatory oversight of the new CDE?

A: There will be two contract monitor positions at DSHS to oversee and monitor the CDE performance. Should the legislature determine the CDE will be licensed, then the designated State agency will have regulatory authority.

Questions?

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Marilee Fosbre
Project Director

Marilee.Fosbre@dshs.wa.gov

Dennis Elonka
Project Manager

Dennis.Elonka@dshs.wa.gov

Kindra Benavidez
Organizational Change Manager

Kindra.Benavidez@dshs.wa.gov

