Consumer Directed Employer Project Talking Points #1 – Stay Informed

(Updated March 2019)

# What is happening?

DSHS is working with consumers and stakeholders to develop and implement the Consumer Directed Employer (CDE) to manage the Individual Providers (IP) who care for clients receiving services from Aging and Long-Term Support Administration and Developmental Disabilities Administration. Rather than be contracted with DSHS, IPs will be employed by the CDE.

# Why is this happening?

Managing nearly 40,000 IPs has become increasingly complex and takes time away from case management. The 2018 State Legislature required DSHS to centralize the IP workforce under the CDE. This change will relieve DSHS and Area Agency on Aging case management staff from IP administrative functions. The CDE will function as the IP’s legal employer and will manage hiring, payroll, tax reporting, overtime requirements, and IP credentialing. Clients will continue to select, schedule, manage and dismiss their IPs.

# When will it happen?

DSHS has been working toward a July 1, 2020 CDE implementation date. While the cancellation of the current RFP will result in changes to the schedule, DSHS expects the CDE to be implemented before the July 1, 2021 date required by the legislation.

# How are my opinions represented?

We aim to have an open, inclusive process. We have a Strategic Development Group (SDG) that includes people currently receiving in-home care, individual providers, stakeholders, and the public. We are consulting with tribal governments throughout the course of this project. We encourage you to talk with the SDG member you feel represents you in this process. If you do not know who your SDG representative is, please contact us.

**Stay Engaged and Informed about the CDE project!**

Visit the [CDE website](https://www.dshs.wa.gov/altsa/cde) at [www.dshs.wa.gov/altsa/cde](https://www.dshs.wa.gov/altsa/cde) to:

* Sign up to receive **Consumer Directed Employer** updates by email
* Sign up to attend a monthly informational webinar or stakeholder meeting
* Review the latest Materials & Resources

# New Employer for Individual

**Providers**

## Where can I get more information?

Stay Informed about the CDE Project [www.dshs.wa.gov/altsa/cde](http://www.dshs.wa.gov/altsa/cde)

* Sign up to receive Consumer Directed Employer updates by email.

## How will this benefit IPs?

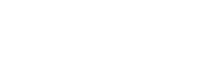
* More options for recording hours worked (mobile device, computer connected to the internet, telephone call or in-home device)
* Assistance with payment, training and credentialing
* Face-to-face assistance
* Assigned Service Coordinators
* Growth and retention of workforce
* Sign up to attend a monthly informational webinar or stakeholder meeting.
* Review the latest Materials & Resources.

## Contact Us

### Email: [CDE@dshs.wa.gov](mailto:CDE@dshs.wa.gov)

Web: [www.dshs.wa.gov/altsa/cde](http://www.dshs.wa.gov/altsa/cde)

*Consumer Directed Employer*



DSHS 22-1833 (11/19)

Aging and Long-Term Support Administration Developmental Disabilities Administration

## What is happening?

In 2021, Consumer Direct Washington (CDWA), a private company, will become the Consumer Directed Employer (CDE) in

Washington State. CDWA will be the employer of all the Individual Providers (IPs) who

care for clients receiving services from the Department of Social and Health Services (DSHS).

## Who will this affect?

This will affect IPs who are contracted with DSHS and clients who receive a service from an IP.



## What will change?

* IPs will be employees of the CDE and will no longer contract with DSHS.



**What are the next steps?**

1. Keep your personal information current in IPOne, including mailing and email address.
2. Stay current with training and background checks.
3. If not already receiving electronic payments, sign up for electronic funds transfer (EFT) to your bank account or choose to receive an ALINE Pay debit card.
4. Attend CDE webinars to stay up to date.
5. Stay connected to know when changes will occur.

* Authorizations will be made to the CDE instead of IPs.
* The CDE will issue payment to IPs.
* Clients and IPs will contact the CDE with IP- related questions.
* Client responsibility will be paid directly to the CDE.
* Clients will work with the CDE and IP on assignment of authorized hours.
* The CDE’s system will support Electronic Visit Verification (EVV).
* Paydays will be every other week.
* The CDE will have an issue resolution process for clients and IPs.

## What will stay the same?

* Clients are the managing employer and determine who provides care and when services are scheduled.
* Work week and overtime limits
* Case manager assessing benefit level and authorizing services
* DOH credentialing, training and background check requirements
* Rate of pay and benefits