

# CDE Strategic Development Group

April 10, 2018

# Participant Directed Services

People who live in their own homes may receive personal care through a home care agency and/or self-direct their personal care services by employing an IP.

# Features of Participant Direction

Participants have a high degree of control over their lives and their care. Participants have responsibility to:

- Select workers
- Schedule workers
- Manage and supervise the day to day work of the worker
- Dismiss workers

**This will not change with the CDE**

# Impact of Current System on Case Management

Time spent by case management, customer service, and other social services staff on the administrative functions of IP management takes away from the amount of time available to perform assessment, service planning and case management for individuals we serve.

*(Implementation of new Fair Labor Standards Act rules has increased the complexity of IP management, including the necessity to recruit and enroll additional providers)*

# Current System of IP Management

Case management staff manage IP contracting, background checks, payment authorizations, overtime, IP work week limits, training requirements, etc. for over 35,000 Individual Providers.

**This will change with the CDE**

# Benefits of the CDE

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

- Participants will have more time from case managers and retain all the essential qualities of a participant direction.
- Case management staff will have more time for assessment, service planning, service plan monitoring, and working with participants to support activities to maintain their health and wellbeing.
- Individual Providers will work with a single entity for payroll, tax reporting, credentialing, and other concerns and that entity will have a sole focus and expertise on the IP workforce.

# Assignment

The department shall convene a stakeholder group to make recommendations to the legislature on the establishment of a separate licensure or certification category for a consumer directed employer. The stakeholder group shall make their recommendations by October 1, 2018.

# Electronic Visit Verification

## Brief Overview

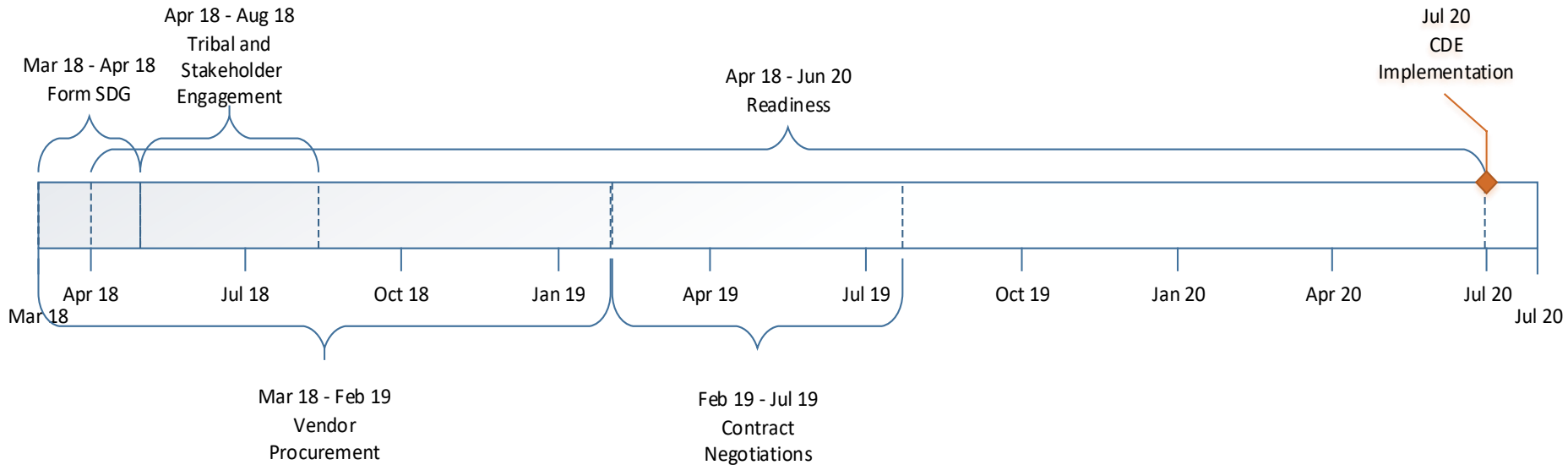
- Federally required in Section 12006 of the “21<sup>st</sup> Century Cures Act”
- Must be implemented with or without the CDE by January 2019
- Must electronically personal care provided in the home, including:
  - Type of service performed
  - Individual receiving service
  - Date of service
  - Location of the delivery of service
  - Individual providing service
- Washington will delay implementation in order to implement through the CDE vendor



# Benefits of Simultaneous CDE/EVV Implementation

- Users will not have to learn two EVV systems
- Minimize stress and 'change fatigue' for IPs Staff, and Participants
- Eliminates transition between systems
- Leverage lessons learned and systems changes from Home Care Agency Implementation

# Overall Timeline



# CDE Vendor Qualities

- Commitment to participant choice, autonomy and control
- Commitment to a high quality, diverse workforce and workforce retention
- Participant and stakeholder engagement
- Prevent or mitigate service disruption service

# Engagement Strategy

