

# Consumer Directed Employer Project

July 10, 2018

# ESSB 6199

- Enacted during the 2018 legislative session
- Authorizes DSHS to establish a Consumer Directed Employer to serve as the legal employer for the Individual Provider workforce
- IP credentialing, payroll and other employer responsibilities will be transferred from the Aging and Long-Term Support Administration, Developmental Disability Administration and Area Agencies on Aging to the Consumer Directed Employer.

# 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 self-direction (selecting, scheduling, managing, supervising and dismissing their worker).*

# 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.

***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.*

# 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.

***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.*

# Project Objectives

- Purchase a system that is flexible and easy to modify
- Streamline the IP employment support activities (credentialing, payroll, tax reporting, and others) by offering them all under one organization and contact center
- Continue in-person support for IPs throughout the state with local presence
- Free up case management time for service planning and monitoring

# CDE Administrative Functions

- Administration of payment system
- Background checks
- Hiring process; I-9, W-4, etc.
- Provider credentialing
- Tax calculations and reporting
- Managing training requirements
- Electronic Visit Verification
- Overtime utilization
- Managing IP work week limits

# 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 track 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 for IPs in order to implement through the CDE vendor. Home Care Agency implementation may begin sooner.

# Foundational Principles

CDE operations must be responsive to the needs of participants, families, the IP workforce, Area Agencies on Aging and the Department of Social and Health Services:

1. Client-centered and self-directed care remains the top priority in the implementation of the CDE. Clients must retain authority to select, schedule, supervise, manage and dismiss their individual providers.

# Foundational Principles

2. The CDE operations will promote the growth and sustainability of a high-performing, skilled, professional workforce.
3. The CDE operations will support and invest in a high quality and comprehensive pool of available individual providers across the state.
4. DSHS and AAAs will have no direct involvement in the administrative work of hiring, paying, and supporting IPs. This responsibility will fully fall to the CDE.

# Foundational Principles

5. The changed nature of the IP relationship with the case manager, the department, and AAAs will achieve the dual objectives of more time for case managers and less burden for DSHS and AAAs in managing IP employment related work.
6. DSHS is purchasing services from the vendor. The department will define outcomes and requirements, not methods or means.

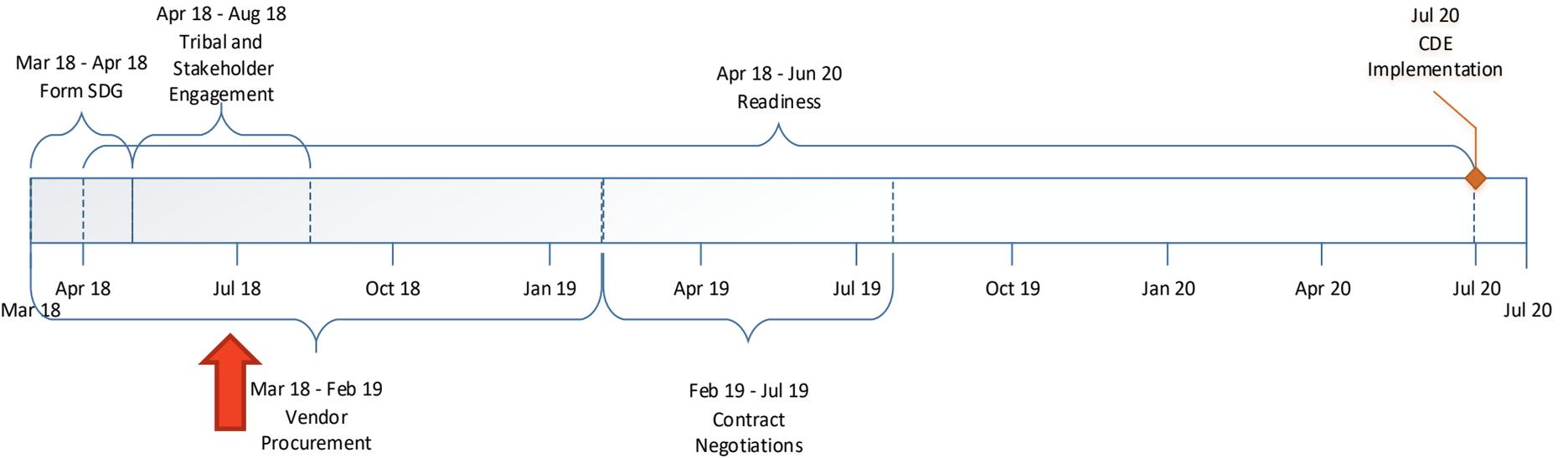
# Foundational Principles

7. DSHS will prioritize simplicity in the CDE model and processes that are efficient, easy to use without undue burden to consumers and IPs. Processes should not delay the receipt of services or pose barriers to the employment of IPs.
8. The CDE will implement electronic visit verification for IPs, according to federal regulations.

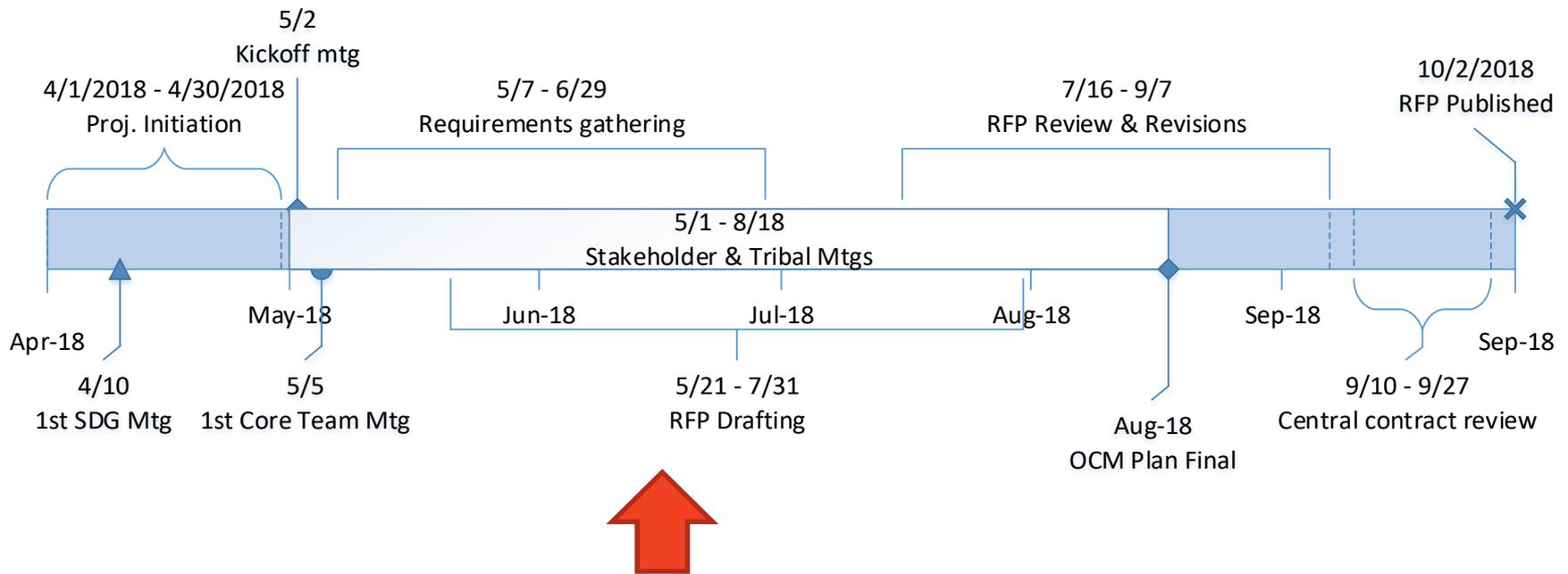
# Foundational Principles

9. Exchange of data between systems must be effective and not prevent payment, delay benefits, or add complication.

# Overall Timeline



# Project Startup and Procurement Prep Schedule



# Engagement

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- Spread the word (*materials are available on the website*)
- Share input with the project (*Email the project, IPAC sub-committee, or more formal consultation*)

# Stay Connected

## Sign up for GovDelivery:

<https://public.govdelivery.com/accounts/WADSHSAL TSA/subscriber/new> Select *Consumer Directed Employer* under “News and Resources”

## Visit the CDE Website:

<https://www.dshs.wa.gov/altsa/cde>

## Email the Project:

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