

Introduction to the Consumer Directed Employer

April 17, 2018

Introduction to the Consumer Directed Employer (CDE)

Today's Webinar will be a high level overview:

- What is the CDE
- Current system of in-home personal care
- What will change with a CDE
- Why this change is happening and when
- Engagement Activities
- Project Timeline

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.

In-Home Personal Care

Eligible participants who live in their own homes may receive personal care:

- Through a home care agency worker; and/or
- By employing an Individual Provider (IP) who is then contracted with DSHS through local DDA, HCS or AAA offices.

Participant Self-Direction

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

- Select their IPs
- Schedule IPs
- Manage and supervise the day to day work of the IP
- Dismiss the IP

This will not change with the CDE

Current System of IP Management

There are over 35,000 IPs. Case management staff manage:

- IP contracting
- Background checks
- Payment authorizations
- Overtime utilization
- IP work week limits
- Training requirements, etc.

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

Impact of Current System on Case Management and Participants

Time spent by case managers, case aides, contract staff and customer service specialists on the administrative functions of IP management reduces the amount of time available to:

- Conduct assessments,
- Facilitate service planning and
- Assist individuals to understand available options that may help them with their health, safety, and community living goals.

Impact of Current System on IPs

IPs must currently utilize several different sources for answers to questions or assistance with issues:

- Case managers
- Contract staff
- Individual ProviderOne
- Tax desk

CDE Functions

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.

Benefits of the CDE

Participants will have more time from case managers and retain all the essential qualities of a participant direction.

Benefits of the CDE

Case management and other 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

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.

Electronic Visit Verification

Brief Overview

- Federally required in Section 12006 of the “21st 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
- Eliminates cost of adapting IPOne for EVV

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

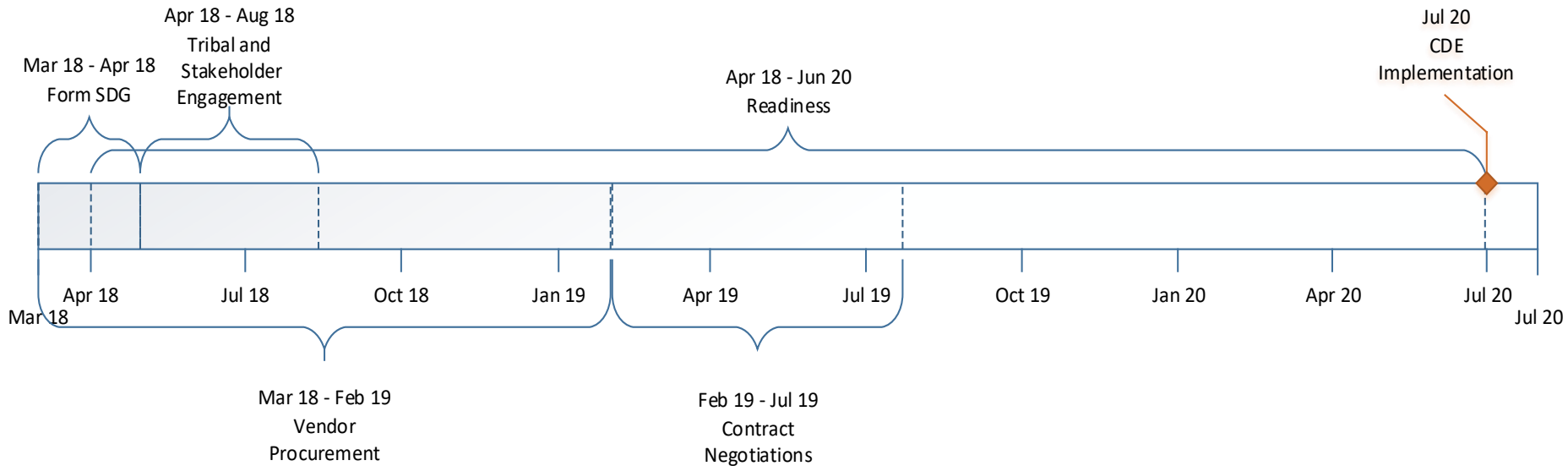
Vendor Procurement

DSHS will conduct an open competitive bidding process to select the CDE.

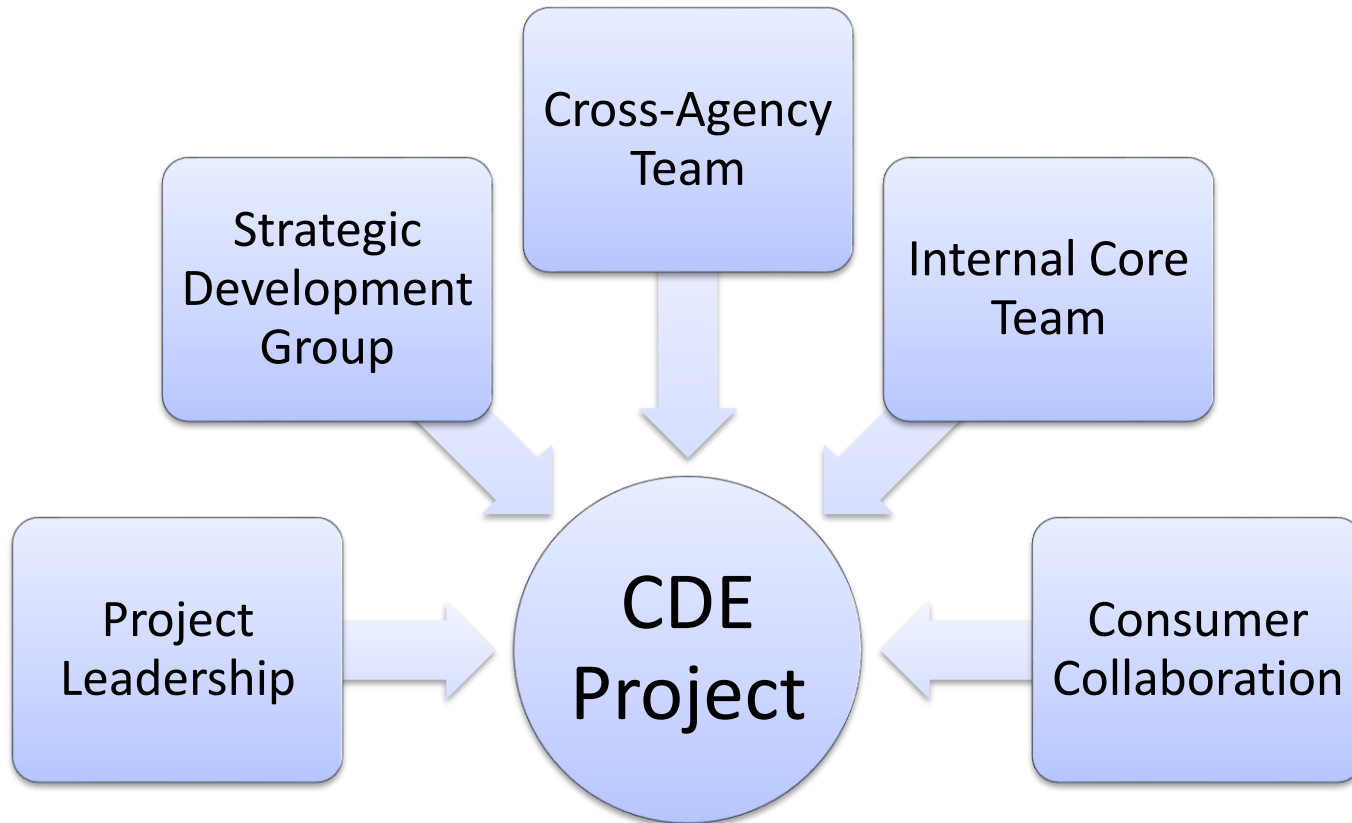
The process will include input from:

- Participants
- IPs including parent and family member providers
- Staff
- Tribal Governments
- Stakeholders, members of the public

Overall Timeline



Engagement Strategy



Strategic Development Group

Area Agencies on Aging Case Management	Developmental Disabilities Council	Parent Providers
American Association of Retired Persons	Disability Rights Washington	PASPort for Change
ARC of WA	Family Caregivers	Self Advocates in Leadership
AL TSA Assistant Secretary	Home Care Coalition	State Council on Aging
Benefits Group	Home and Community Services Division	Service Employees International Union 775
Developmental Disabilities Administration	HCS Contract Specialist	Tribal Government
DDA Assistant Secretary	Individual Provider	Washington Association of Area Agencies on Aging
DDA Case Management	Individual Provider	Washington Federation of State Employees

How Are Stakeholders Involved?

- Stakeholders are represented on the Strategic Development Group
- Readiness planning includes users of the CDE
- There will be upcoming opportunities to attend Stakeholder meetings in several parts of the state.

How will Tribes be involved?

There will be Tribal work involvement over the course of the CDE project including:

- Tribal representation on the Strategic Development Group
- Discussions at the IPAC subcommittee
- Presentations at IPAC
- Roundtables
- Formal government to government consultation

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