

Transforming
Lives

CDE November Public Webinar

November 19, 2019

Washington State Department of Social and Health Services



What is the CDE?

The Consumer Directed Employer (CDE) project will transfer the employer support responsibilities of Individual Providers (IPs) from DSHS and AAA case management staff to a contracted vendor.

Vision

Simplify processes and increase efficiency

- Case management staff will have more time to work with clients to support activities that maintain their health and well-being
- Clients will receive more focus from case managers
- IPs will work with a single entity for payroll, tax reporting, credentialing and other concerns

CDE Project Update

Solutions Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Signed contract with Consumer Direct of WA (formerly referred to as CDCN)• Hired new business analyst• Began development of fit/gap scenarios• Scheduling initiation activities with CDWA	<ul style="list-style-type: none">• Conclude contract negotiations with PPL• Begin requirements fit/gap sessions with CDWA• Design phase of the project for needed modifications starting February 2020• Reach final decisions on EVV data collection exemptions

Readiness Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Presented at Fall Tribal summit• Finalized informational brochure• Finalized Wellness Education – sent to about 18,000 clients• Distributed Case Management FYI handout• Held HCS Leveraging Case Management workshop• Posted Talking Points 17 – Background Checks	<ul style="list-style-type: none">• Conduct IP baseline readiness assessment• Plan next Staff readiness assessment• Finalize plan for informational brochure distribution and printing

Poll Question



What do you usually go to the CDE website (<https://www.dshs.wa.gov/altsa/cde>) for?

- A. Register for webinars
- B. Review previous webinar slides
- C. Review Talking Points
- D. Check Frequently Asked Questions (FAQ)
- E. Other – please enter into Question box

IP Baseline Readiness Assessment

- Measure IP awareness about the CDE change
- Open Nov 15 thru Dec 6, 2019
- Distributed via
 - Email
 - www.dshs.wa.gov/ALTSA/CDE website
 - www.IPOne.org and IPOne portal
 - Stakeholder groups (ex. Arc of Washington)



Here is the link to the assessment

- <https://www.research.net/r/ProviderAwarenessSurvey>

IP Baseline Readiness Assessment Question

Are there other ways that the link could be distributed to IPs? Are there other places that could display the link?



Please type responses into the Question box

Questions from the October Webinars

Q: How will clients who do not receive the Wellness Education newsletter be informed about the CDE?

A: The Wellness Education article is an early, informal communication. There will be several informal communications throughout the project, including an informational brochure. Formal notifications will be sent to all clients much closer to implementation.

Q: Our field staff will likely get a lot of questions from clients after the November Wellness Education newsletter goes out; can staff get a FAQ for them to use when questions are asked?

A: A one page informational document was shared via email with the field prior to the mailing of the Wellness Education newsletter. The one page document will also be posted to the Materials & Resources page on the CDE internet site.

Q: Is ResCare still involved in the contract with Public Partnerships Limited (PPL) to insure that providers will have in-person office support?

A: No, PPL has informed the Department that they made a decision to provide in-person support for individual providers without partnering with another company.

Q: The client will still be the "managing employer." How will you communicate what the managing employer's responsibilities are to the IP?

A: The vendors will be providing information to the IPs regarding their responsibilities. The vendors will also be providing information to the clients as the managing employer. This will be similar content to the current "Acknowledgment of My Responsibilities as the Employer of My Individual Providers".

Q: How can we find out more about the two agencies you are negotiating with to be CDEs?

A: Both vendors (Consumer Direct Care Network and Public Partnerships Limited) have information available online.

<https://consumerdirectcare.com/>

<http://www.publicpartnerships.com/>

Q: Did IPs discuss any specific concerns with CDE project staff during the SEIU conference?

A: For most of the IPs who stopped to talk to CDE project staff during the SEIU conference, this was the first time they had heard about the project. Most IPs were curious about the change and expressed support of the change.

Next webinars:
12/17/19 @ 10:30am
1/21/20 @ 10:30am
2/18/20 @ 10:30am

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CDE@dshs.wa.gov

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