

Strategic Development Group

September 10, 2019



Transforming lives

Agenda

1. Vendor Selection
2. Electronic Visit Verification (EVV) Solution
3. CDE Informational Brochure
4. IP/Client Readiness
5. Membership Recruitment
6. Communication Workgroup breakout

Recent Accomplishments

Solutions Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Announced selection of two CDE vendors• Revised contract to acknowledge presence of two CDEs• Began contract negotiations• Posted position opening for 2nd Business Analyst	<ul style="list-style-type: none">• Complete contract negotiations with PPL• Complete contract negotiations with CDCN• Procurement phase complete – begin solution design

CDE Readiness Team

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Updated website with vendor announcement• Posted Talking Points #14 – Two CDE Vendors• Posted Talking Points #15 – Counties Served by Each CDE• Posted recruitment for Readiness Analyst position	<ul style="list-style-type: none">• SEIU conference in September• Finalize an informational brochure for IPs & clients• Ongoing communication and outreach activities• Identify local Subject Matter Experts for training and post-implementation support• Establish HCS Leveraging Case Management workgroup• Hire new Readiness Analyst

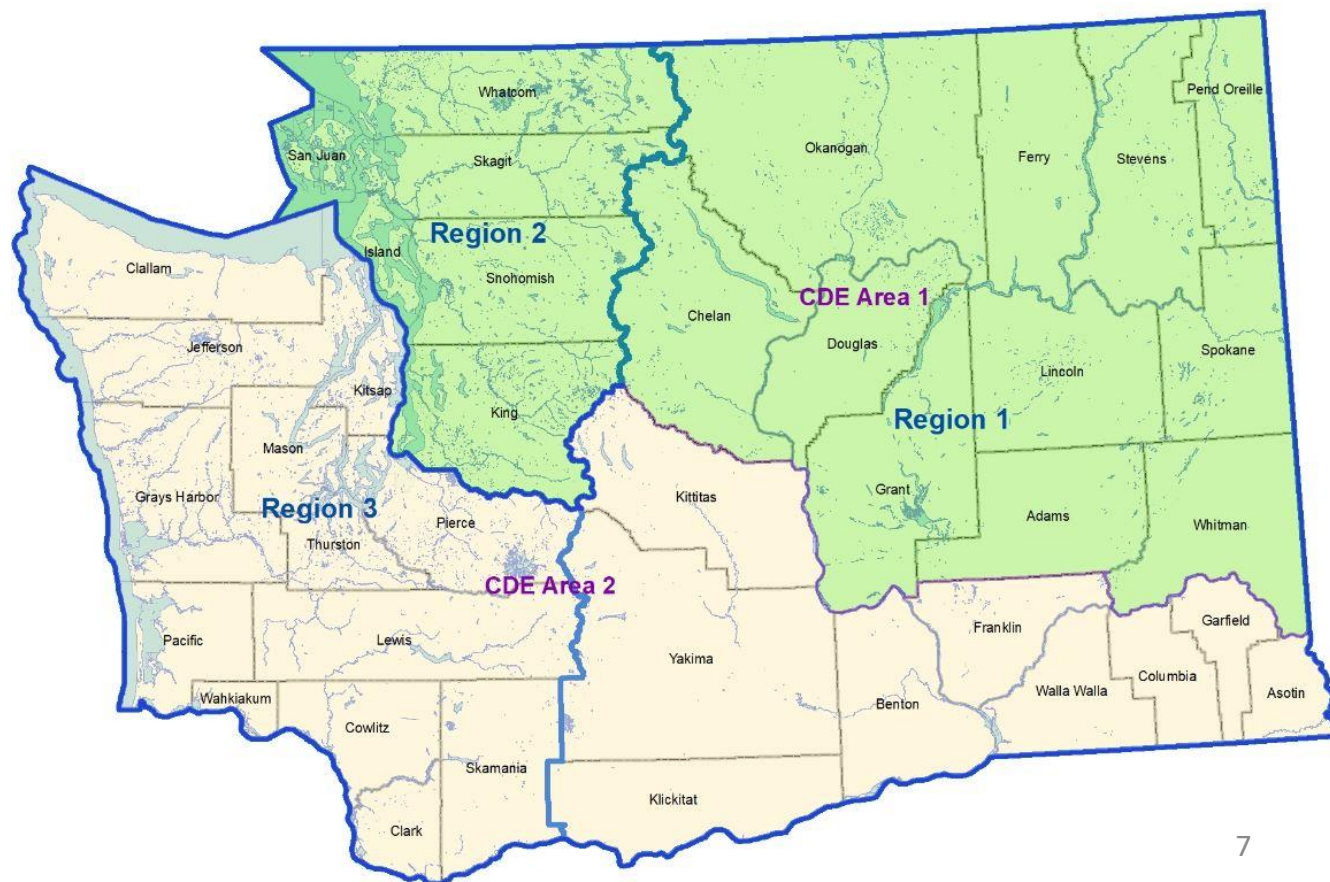
Vendor Selection Discussion

Two CDEs, two areas

CDE employment is based on the county where the client resides

Green = Area 1

White = Area 2



Area 1: Public Partnerships Limited

Counties

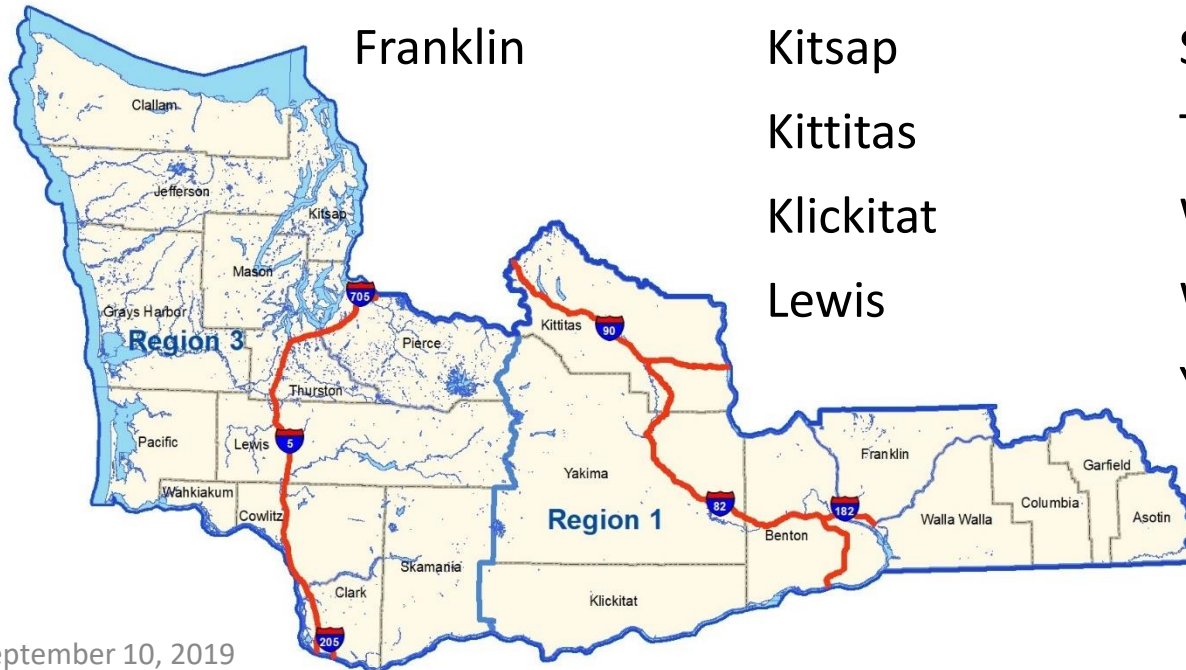
Adams	Pend Oreille
Chelan	San Juan
Douglas	Skagit
Ferry	Snohomish
Grant	Spokane
Island	Stevens
King	Whatcom
Lincoln	Whitman
Okanogan	



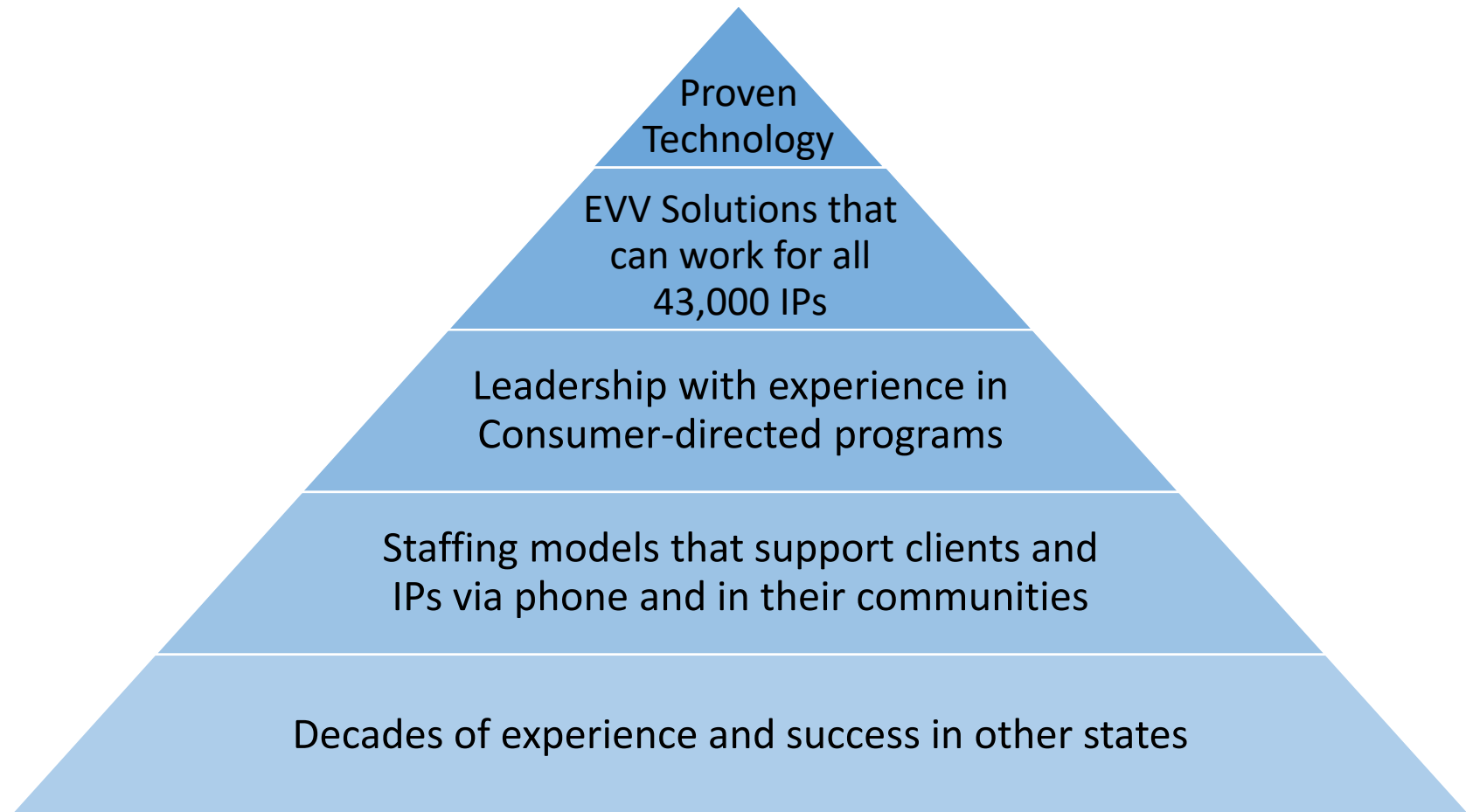
Area 2: Consumer Direct of Washington

Counties

Asotin	Clark	Garfield	Mason
Benton	Columbia	Grays Harbor	Pacific
Clallam	Cowlitz	Jefferson	Pierce
	Franklin	Kitsap	Skamania
		Kittitas	Thurston
		Klickitat	Wahkiakum
		Lewis	Walla Walla
			Yakima



Review of Vendor Strengths



The CDE “Lift”

- Becoming the legal employer of 43,000 individual providers will require a significant effort by both vendors: hiring, training, and supporting the transition
- Both vendors will require modifications of their systems to meet Washington specific requirements
- Must transition to CDE by no later than July 1, 2021

The CDE “Lift”

- Managing work week limits and overtime while supporting consumer direction and choice will be new to both vendors
- Moving the Home Care Referral Registry recruiting function to the CDE will require hiring approximately 11 people per business day, which is a new level of performance for both vendors

Benefits of 2-Vendor Approach

- Managing the risk associated with size and scope of this effort
- Smaller implementations tend to occur faster and with more flexibility
- In the event one vendor is not able to meet the contract requirements, there is an option to consider moving more responsibility to the other vendor.

Electronic Visit Verification

EVV Discussion

- DSHS reviewing recent CMS Guidance
- Working with vendors to understand options within their respective EVV solutions
- Evaluating costs of multiple time entry methods
- More to follow

Draft CDE Informational Brochure

DRAFT CDE Informational Brochure

- Part of the client/provider awareness campaign
- Distribute in-person at contracting meetings, in-home visits, etc.
- Make available for other marketing opportunities
- Timeline: early 2020 up to implementation
- Seeking input from SDG Communication Subgroup

Draft IP/Client Readiness Approach

DRAFT Approach Timeline (handout)

- Overall approach for client & provider readiness activities
- Aligned with ADKAR® framework for organizational change
- Will be used to share our approach with interested parties
- Seeking feedback from SDG Communication Subgroup

SDG Membership Recruitment / Update

SDG Membership Update

New members:

- Jeremy Norden-Paul / DDC
- Ed Holen / General Stakeholder

Positions to be filled:

- Advocate(s)
- Tribal Government
- Individual Provider

Sign up for GovDelivery: Select *Consumer Directed Employer*

ALTA - <https://public.govdelivery.com/accounts/WADSHSALTA/subscriber/new>

DDA - <https://public.govdelivery.com/accounts/WADSHSDDA/subscribers/new>

Visit the CDE Website:

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

Email the Project:

CDE@dshs.wa.gov

Karen Fitzharris
CDE Project Director
Karen.Digre-fitzharris@dshs.wa.gov

Dennis Elonka
CDE Project Manager
Dennis.Elonka@dshs.wa.gov

Kindra Benavidez
Organizational Change Manager
Kindra.Benavidez@dshs.wa.gov



Communication Workgroup Breakout