

Transforming  
Lives

# Strategic Development Group

January 14, 2020



# Agenda

1. CDE updates
2. IP readiness survey
3. Consumer Direct of Washington (CDWA)
4. Roundtable

# Recent Accomplishments

# Solutions Update

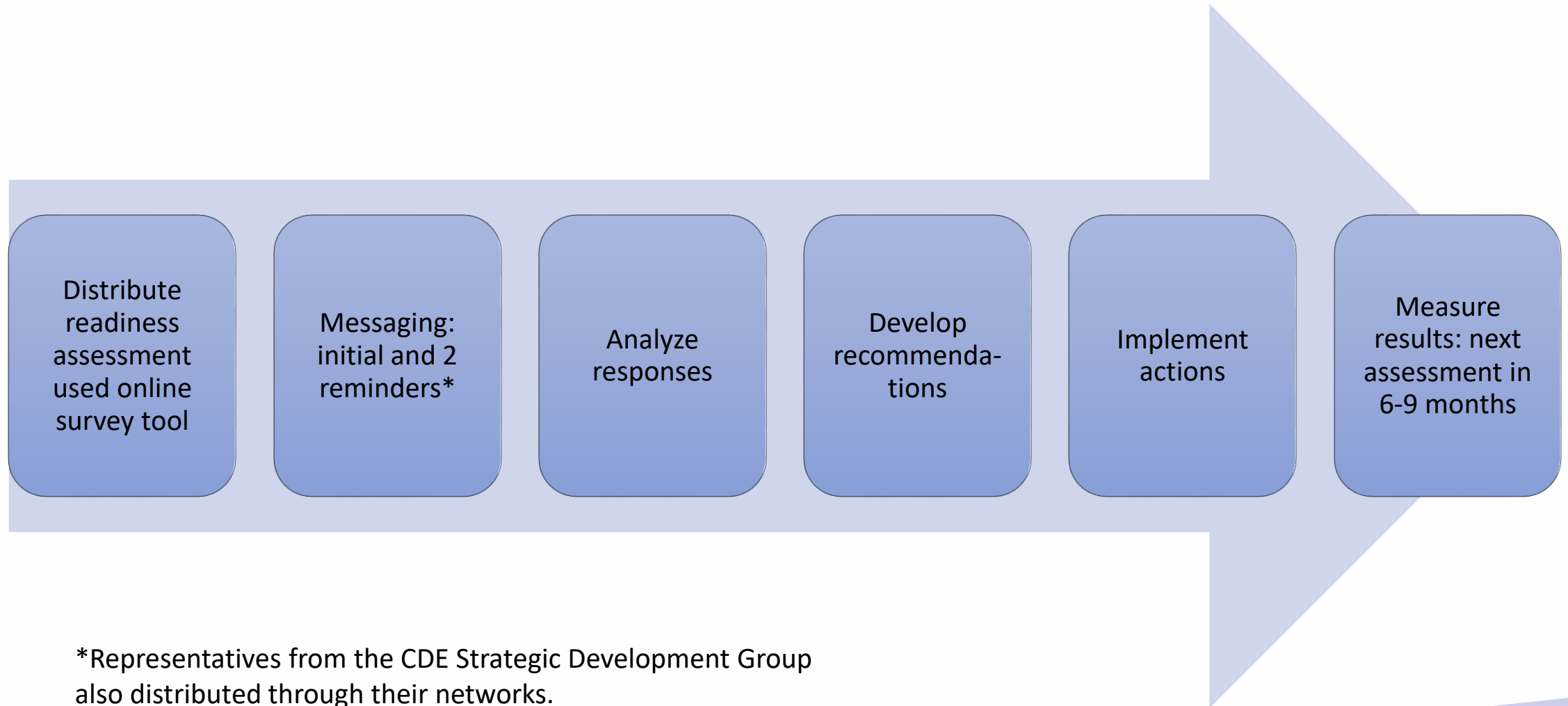
Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none"><li>• Began fit/gap analysis sessions with DSHS Subject Matter Experts (SMEs) and CDWA</li><li>• Concluded contract negotiations with PPL</li><li>• Started contract amendment with CDWA for Area 1 (remaining section of the state)</li><li>• Began write up of procurement close out document</li></ul>	<ul style="list-style-type: none"><li>• Begin work on CDWA project schedule for statewide implementation</li><li>• Integrate CDWA project schedule with master DSHS schedule</li><li>• Finish fit/gap analysis sessions with CDWA</li><li>• Meet with CDE, SEIU 775, and the Benefits Group to discuss interfaces between systems</li><li>• Finish procurement close out document</li></ul>

# Readiness Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none"><li>• Analyzed data from <b>IP</b> baseline readiness assessment</li><li>• Posted Talking Points #18 – Paid Time Off and Cumulative Career Hours</li></ul>	<ul style="list-style-type: none"><li>• Plan next <b>Staff</b> readiness assessment</li><li>• Meeting with staff training Subject Matter Experts (SMEs)</li><li>• Print and distribute informational brochure</li></ul>

# IP awareness survey

# Approach



# Context

This is a baseline readiness assessment:

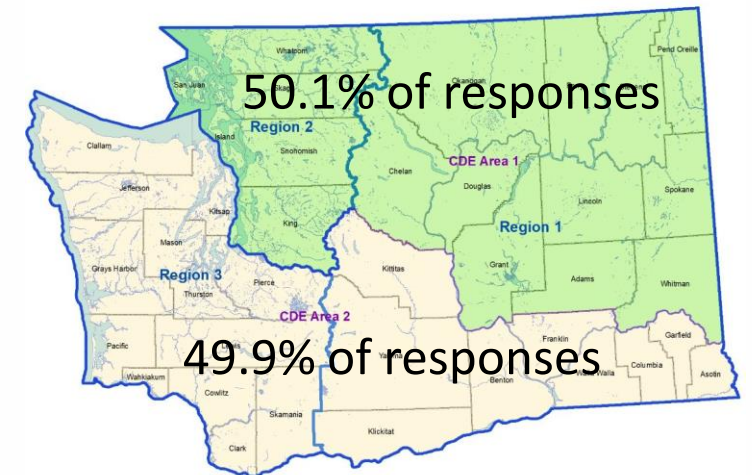
- Less-than-ideal results were expected
- Data was reflective of the early phase of the project during which communication has been very passive
- Survey was conducted only in English
- At least 2 more assessments are planned during the project
- Results will contribute to the formal Readiness Review



# High-Level Results

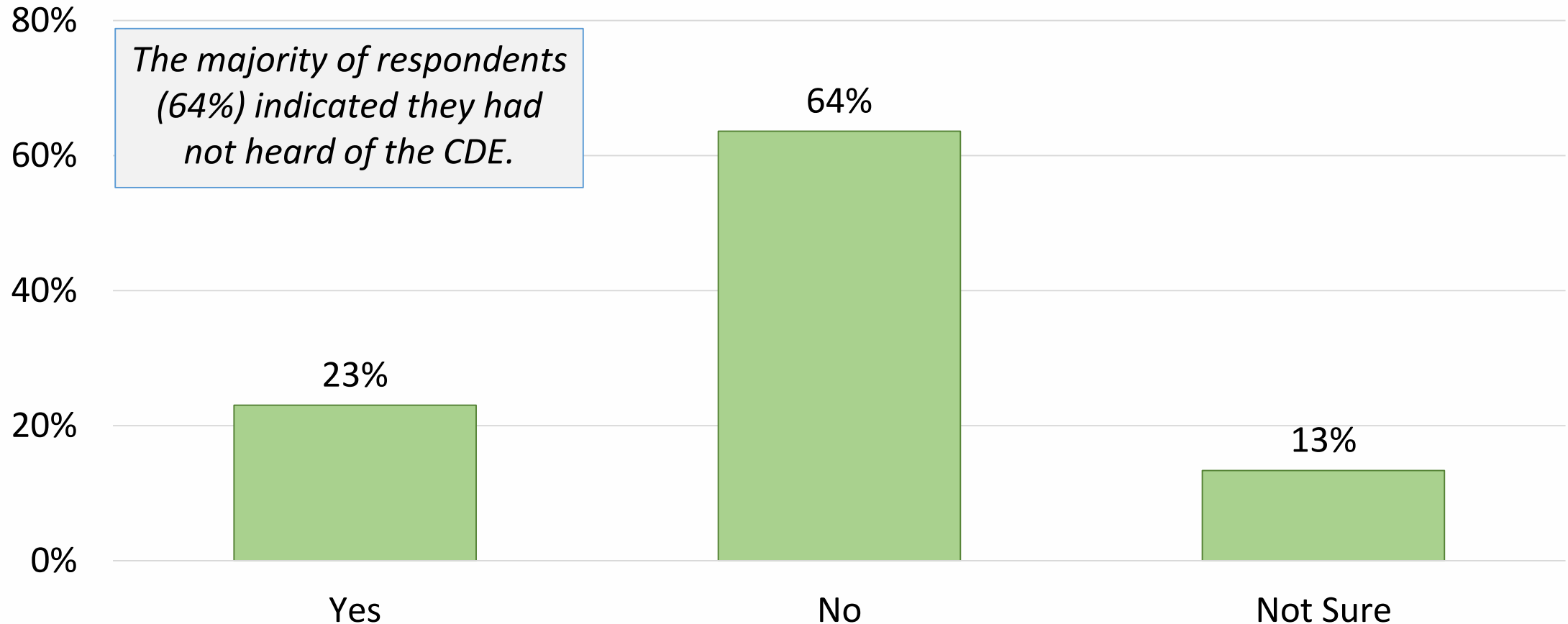
4,545 people responded

- Out of 44,728 IPs with current contracts and recent claims
- Yields a 10.16% rate of response
- Results in 99% confidence within margin of error of (+/-) 2%
- Equal split between CDE Areas\*
- Proportional response across program areas
- 1,768 shared ideas on how to inform IPs and clients
- 993 expressed interest in participating in the pilot
  - 574 of which sent contact information to the project

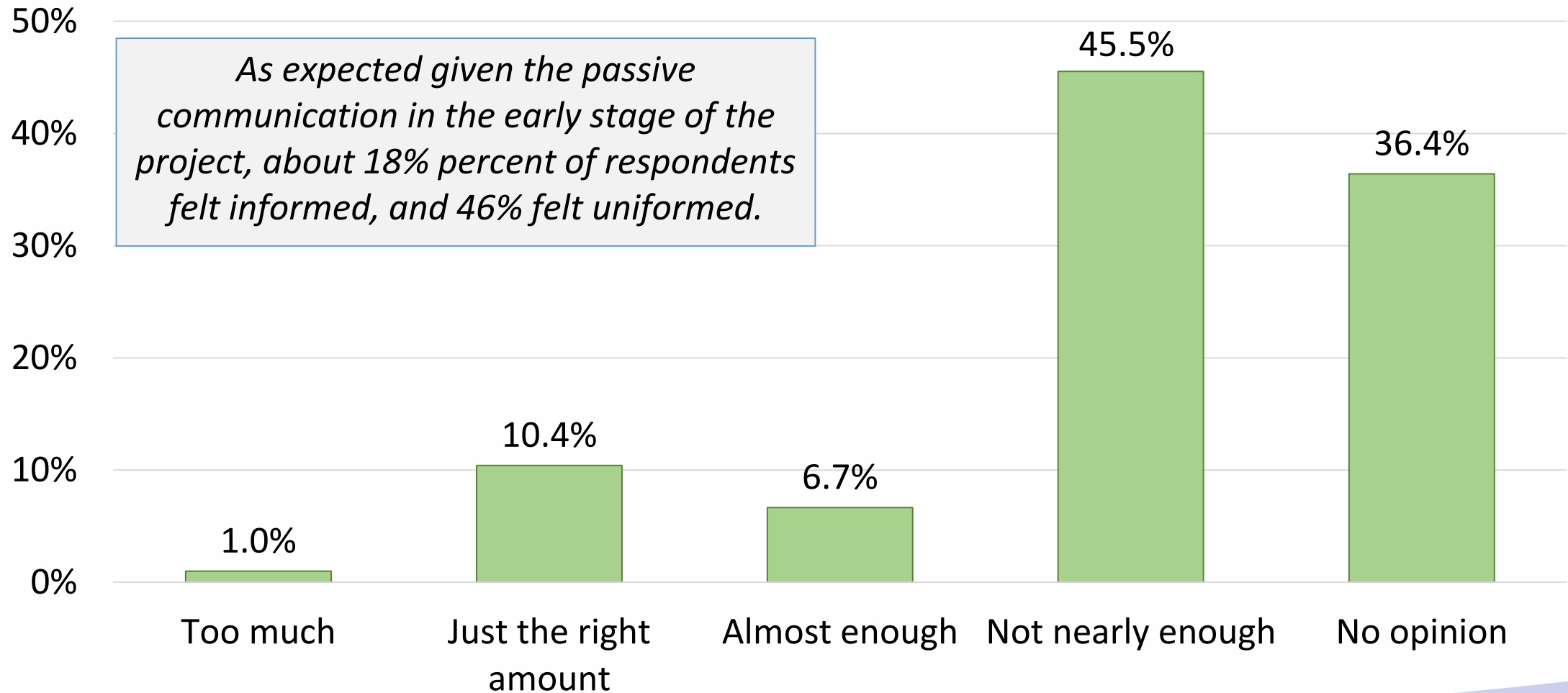


\*Survey conducted while still in negotiations with 2 vendors.

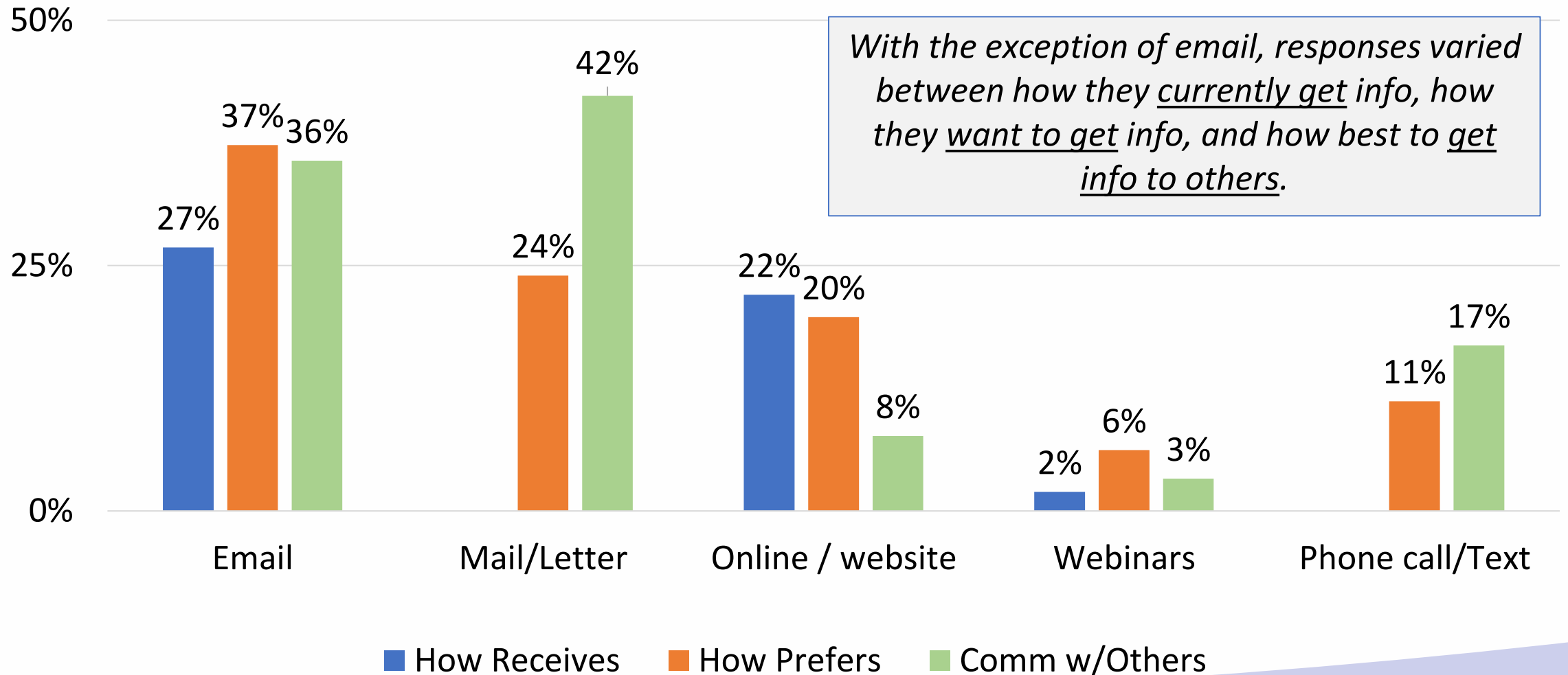
# Have awareness of the CDE project



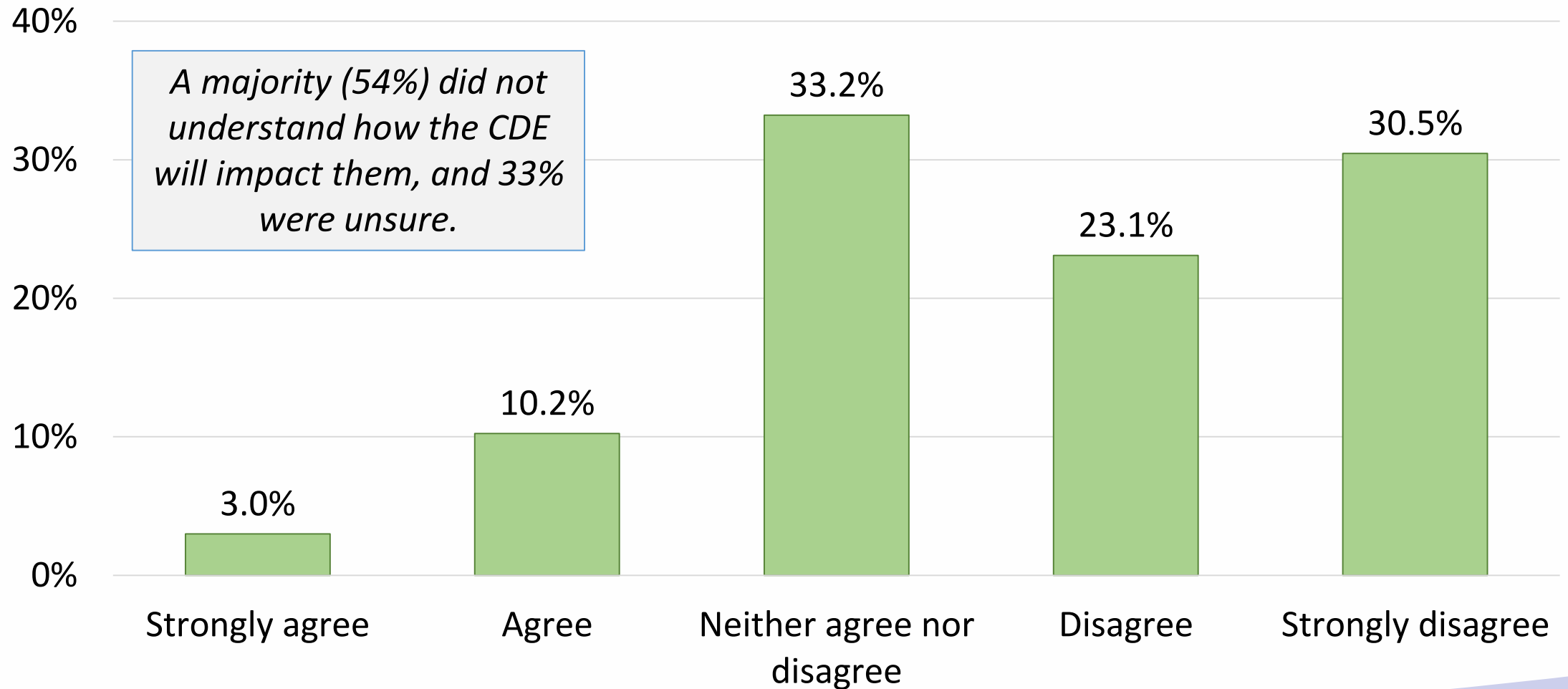
# The amount of info received is



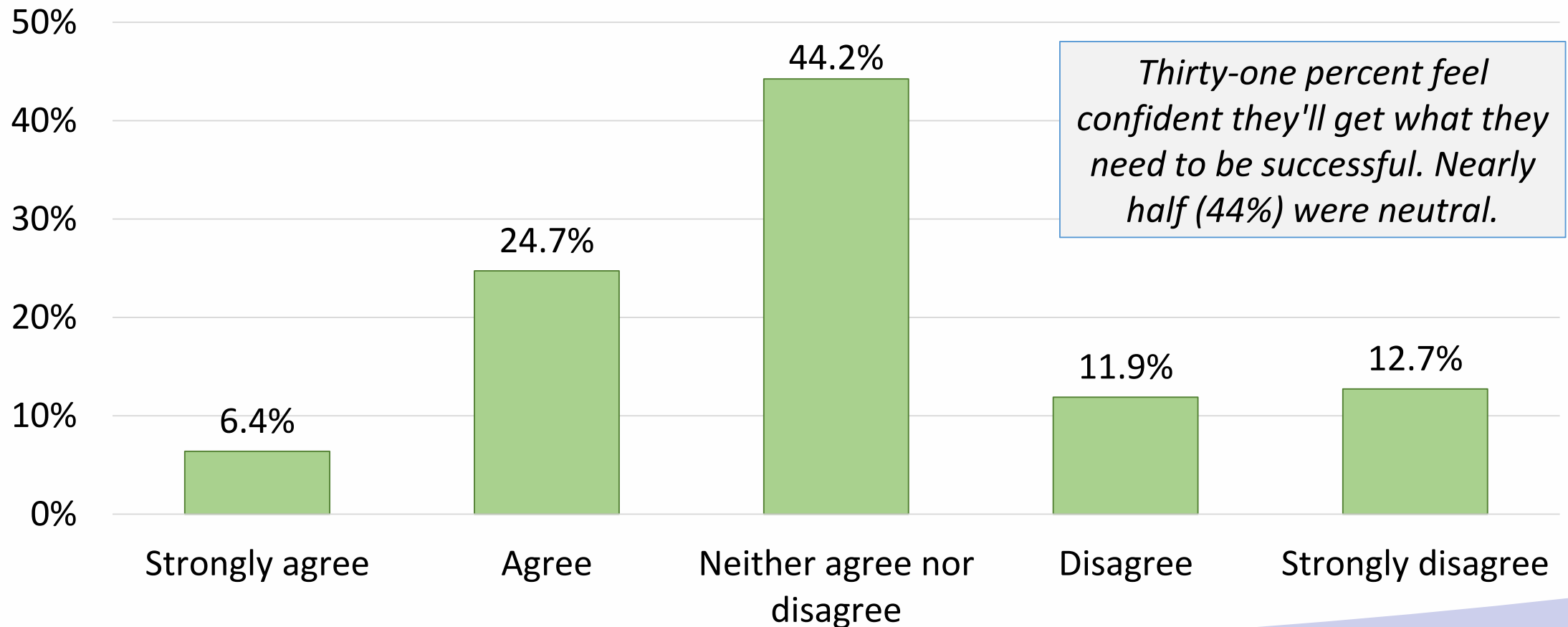
# Communicating about the CDE



# Understanding of impacts

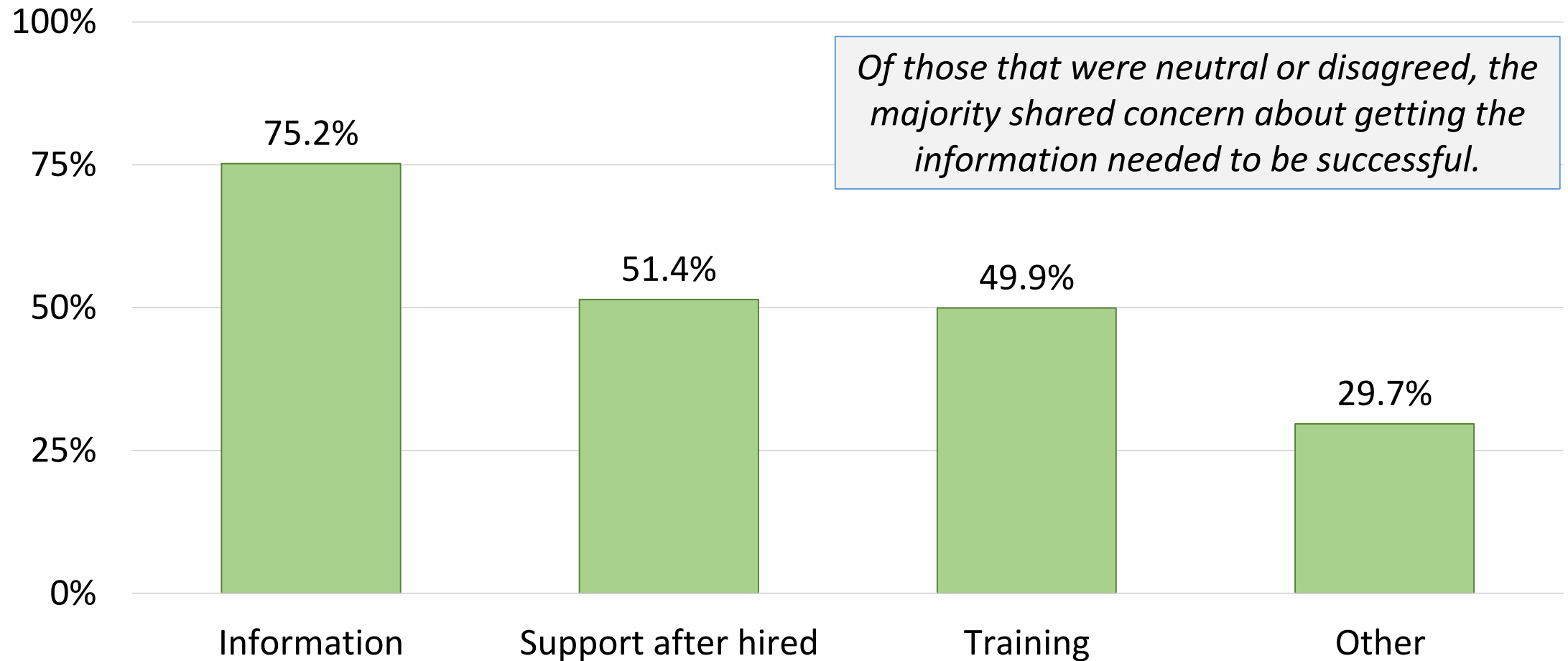


# Confidence will receive info, training, post-imp support needed for success

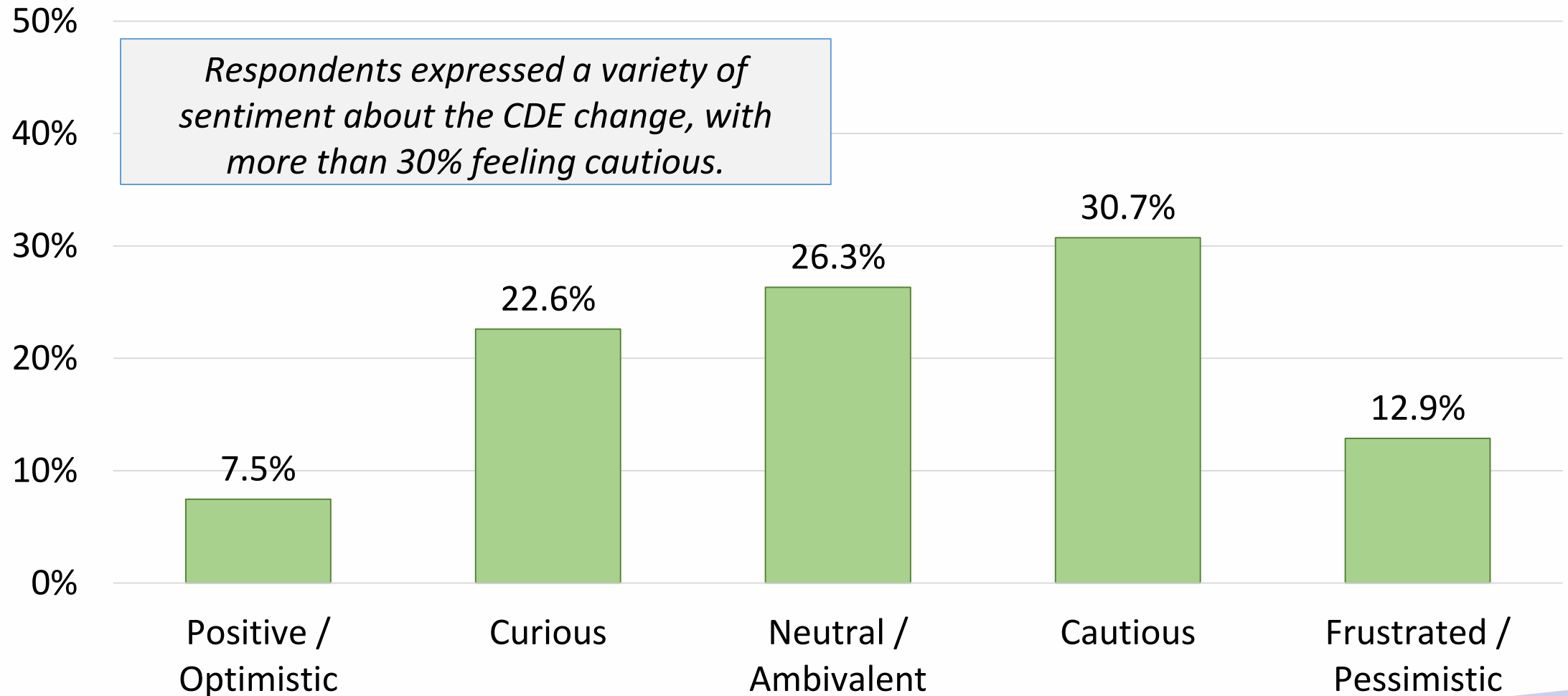


# What's needed to raise confidence?

(check all that apply)



# When it comes to the CDE change, I feel...





# Next Steps

1. Connect IPs to CDE GovDelivery email list
2. Share specifics as they become known
  - Implementation and training details
  - Decision about EVV for live-in providers
  - CDWA's Service Coordinator support model
3. Hold statewide “roadshow” with CDE vendor
4. Reinforce messages about what’s not changing
5. Perform next readiness assessment in 6-9 months
6. Compare results and adjust readiness activities accordingly



# CDWA

# Roundtable

# Stay Connected

**Sign up for GovDelivery:** Select *Consumer Directed Employer*

AL TSA -

<https://public.govdelivery.com/accounts/WADSHSAL TSA/subscriber/new>

DDA -

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

**Visit the CDE website:** <https://www.dshs.wa.gov/alt sa/cde>

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**Email the Project:**

[CDE@dshs.wa.gov](mailto:CDE@dshs.wa.gov)