Strategic Development Group

April 14, 2020

Agenda

1. CDE updates
2. Feedback
3. Results of staff readiness assessment #2
4. CDWA virtual informational sessions
5. Name that phase
6. Developmental Disabilities Council (DDC) questions
7. Roundtable

Recent Accomplishments

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Solutions Update

Recent Accomplishments	Upcoming Tasks
• Approved project schedule with milestones and key deliverables • Held detailed design sessions with CDWA, SEIU, and Benefits Trust partners • Began data conversion meeting series • Received policy and procedure pre-design document	• Continue to refine schedule details for design and testing • Begin review of user stories from design sessions • Begin review of interface file layouts • Begin reviewing policies and procedures from CDWA

Readiness Update

Recent Accomplishments	Upcoming Tasks
• All transition plans have start and end dates based on draft schedule • Completed analysis of staff readiness survey • CR101 filed for WAC changes • Met with field SMEs and finalized staff training plan • Began more detailed planning of an iterative communication strategy	• Finish meeting with all transition plan business owners • Prepare for Members Resource Center (MRC) Presentation and CDWA Virtual Informational Sessions • Develop 2nd OCM training for Managers and Supervisors

Feedback

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Feedback on "timesheets"

- Work log

- Shift report

- Service documentation

- Time capture

Results: CDE staff readiness assessment #2

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Purpose

- Gauge perceptions of staff readiness

- Understand progression through the ADKAR* stages

- Get direct input from staff about areas that need project focus

- Provide input into Readiness Review metrics

***A**wareness, **D**esire, **K**nowledge, **A**bility, **R**einforcement

Context

This is the 2nd staff readiness assessment performed:

- Data shows clear progress in the change process
- W4A Directors chose to not ask their staff to participate this time
- At least 1 more assessment is planned during the project
- Results will contribute to the formal Readiness Review

High-Level Results

426 people responded

- Down from 628 for baseline assessment
- Yields a 29% rate of response
- Results in 95% confidence within margin of error of (+/-) 4%
- 208 shared ideas on how to inform IPs and clients

Respondent summary

- 45% were from DDA, 33% ALTSA/HCS, 15% AAA, and 7% MSD/HCRR/other
- 92% from field offices
- 73% work directly with clients and/or IPs

Summary Results:

Measure	Assmt #1	Assmt #2	Change
1. Amount of information received	61%	70%	+9%
2. Why DSHS is implementing CDE	73%	80%	+7%
3. Understands impacts to work	46%	56%	+10%
4. Peers seem supportive of the project	46%	56%	+10%
5. Managers seem supportive of the project	59%	66%	+7%
6. Confidence will get info/trng/support needed	57%	64%	+7%
7. Feel optimistic	33%	38%	+5%
8. Managers/Sups: Know where to direct staff for info	61%	72%	+11%
9. Managers/Sups: Confident can support staff w/transition	57%	64%	+7%

Top themes: How to inform clients and IPs
(Multiple responses allowed)

- In person / in person training – 56%

- Email / letter / brochure – 29%

- Phone call – 17%

- At contract – 11%

- Case Manager – 8%

- Webinars / videos – 4%

- CE training / Orientation – 2%

- Text messaging – 2%

Discussion

- Recent SDG communications to others

- Upcoming opportunities

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CDWA virtual informational sessions

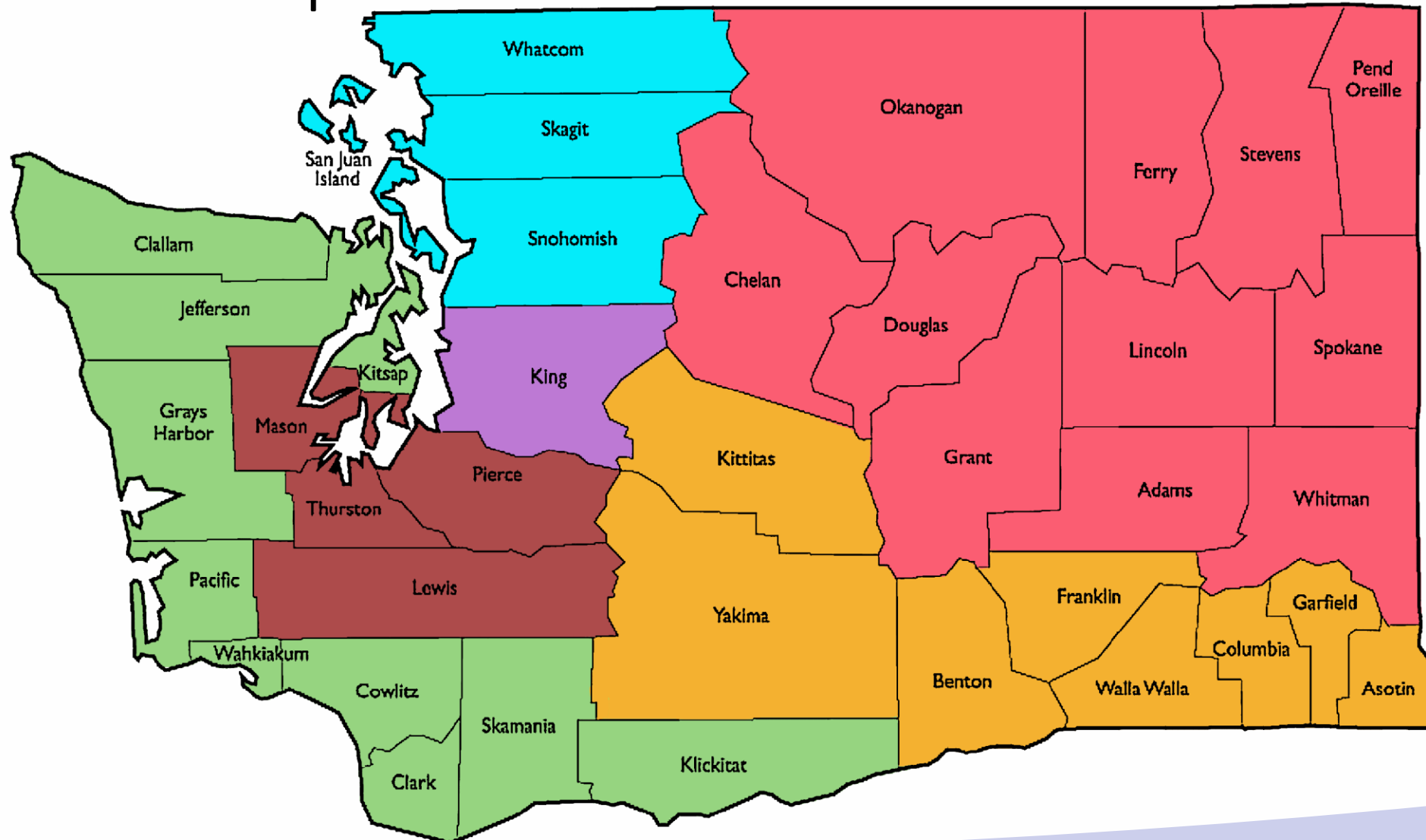# CDWA virtual informational sessions

- Introduction of CDWA to AAA, DDA, and HCS staff

- Presented virtually, with interactive components

- Anticipating roadshow for tribal and stakeholder audience in fall 2020
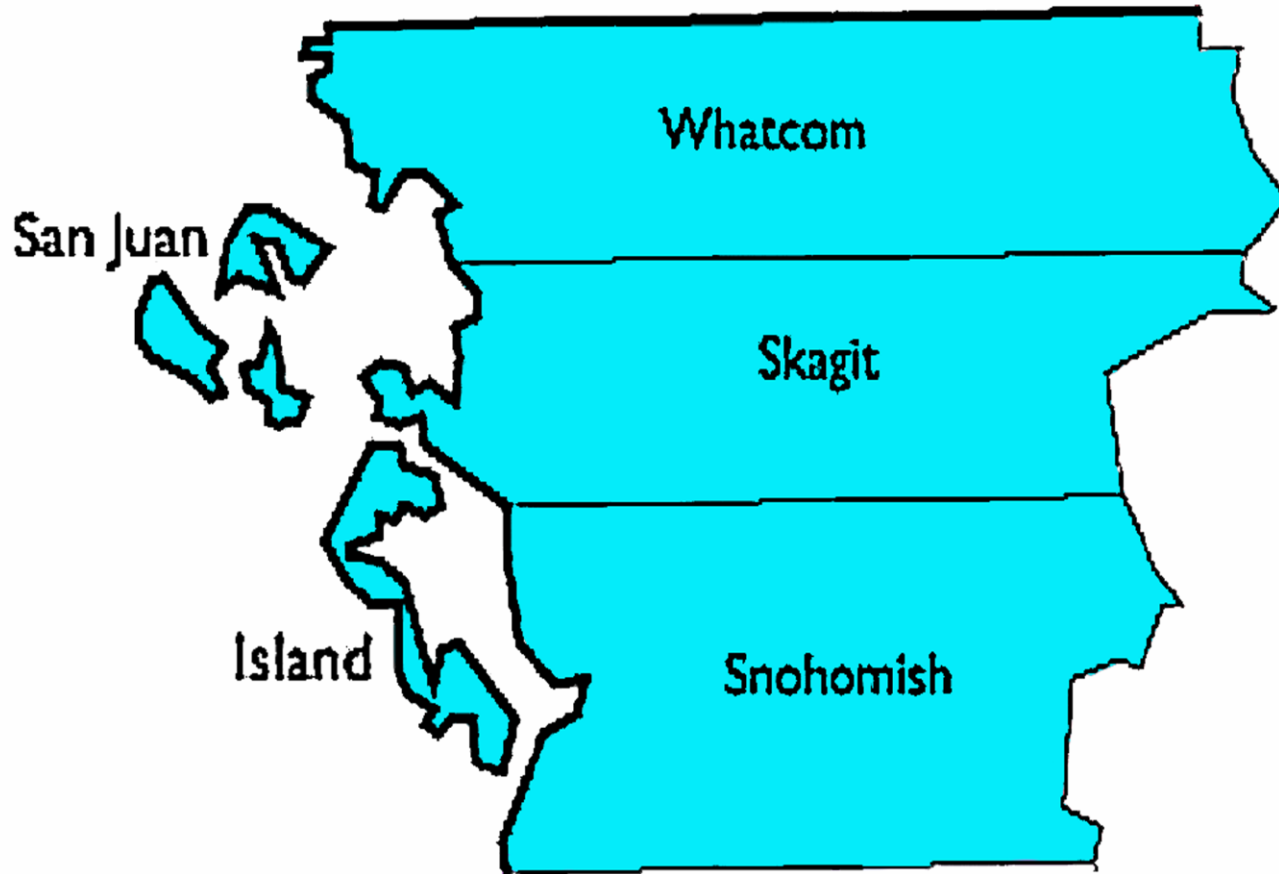
Input requested: "Name that Phase"

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Rollout map

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Rollout Phases:

0. Pilot (TBD)
1. Island, San Juan, Skagit, Snohomish, Whatcom
2. Adams, Chelan, Douglas, Ferry, Grant, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens, Whitman
3. Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Yakima, Walla Walla
4. Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Kitsap, Klickitat, Pacific, Skamania, Wahkiakum
5. Lewis, Mason, Thurston, Pierce
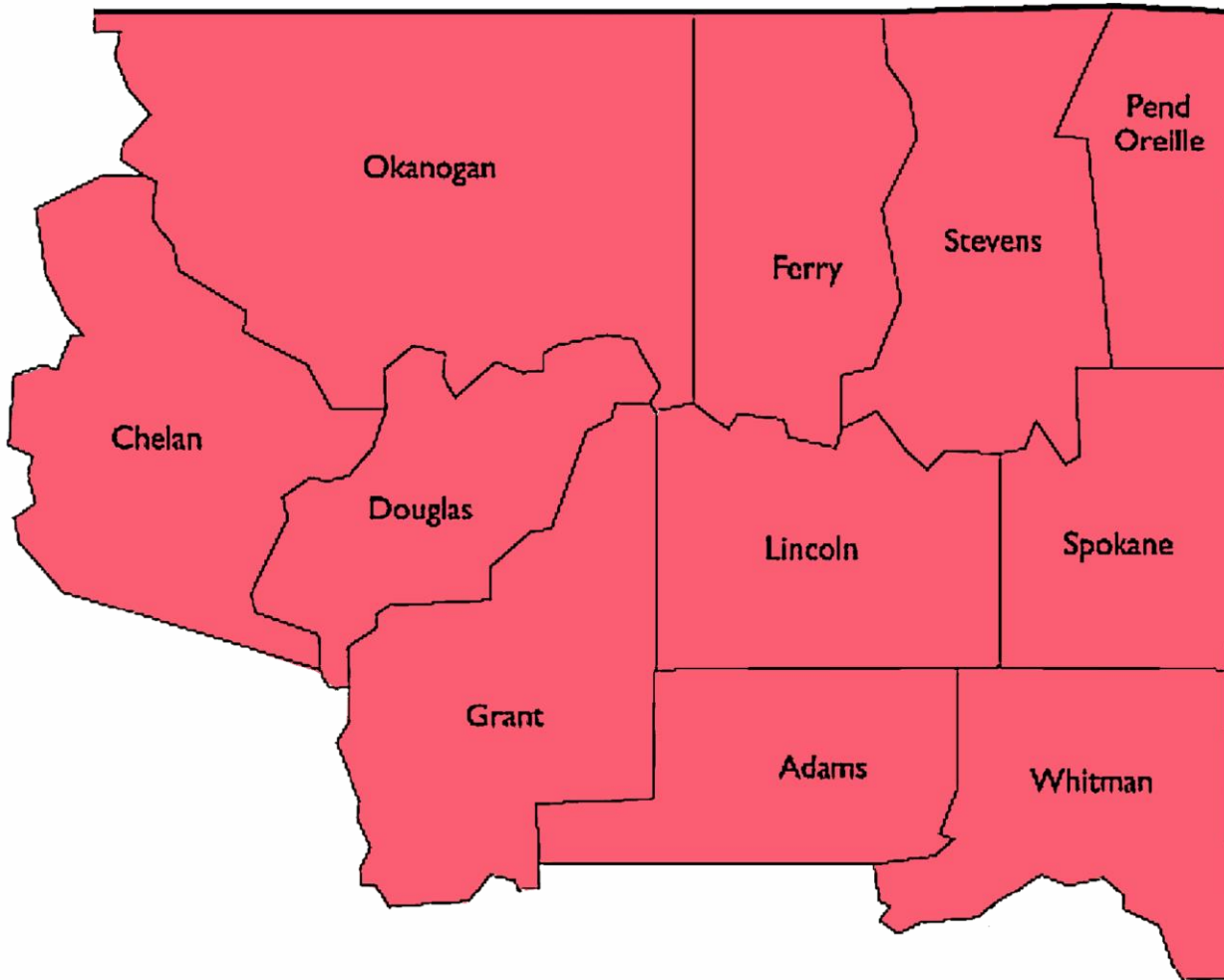6. King

Rollout Phase 1:

- Option 1: North Puget Sound

- Option 2: NW/Snohomish

Counties:
  - Island
  - San Juan
  - Skagit
  - Snohomish
  - Whatcom

Rollout Phase 2:

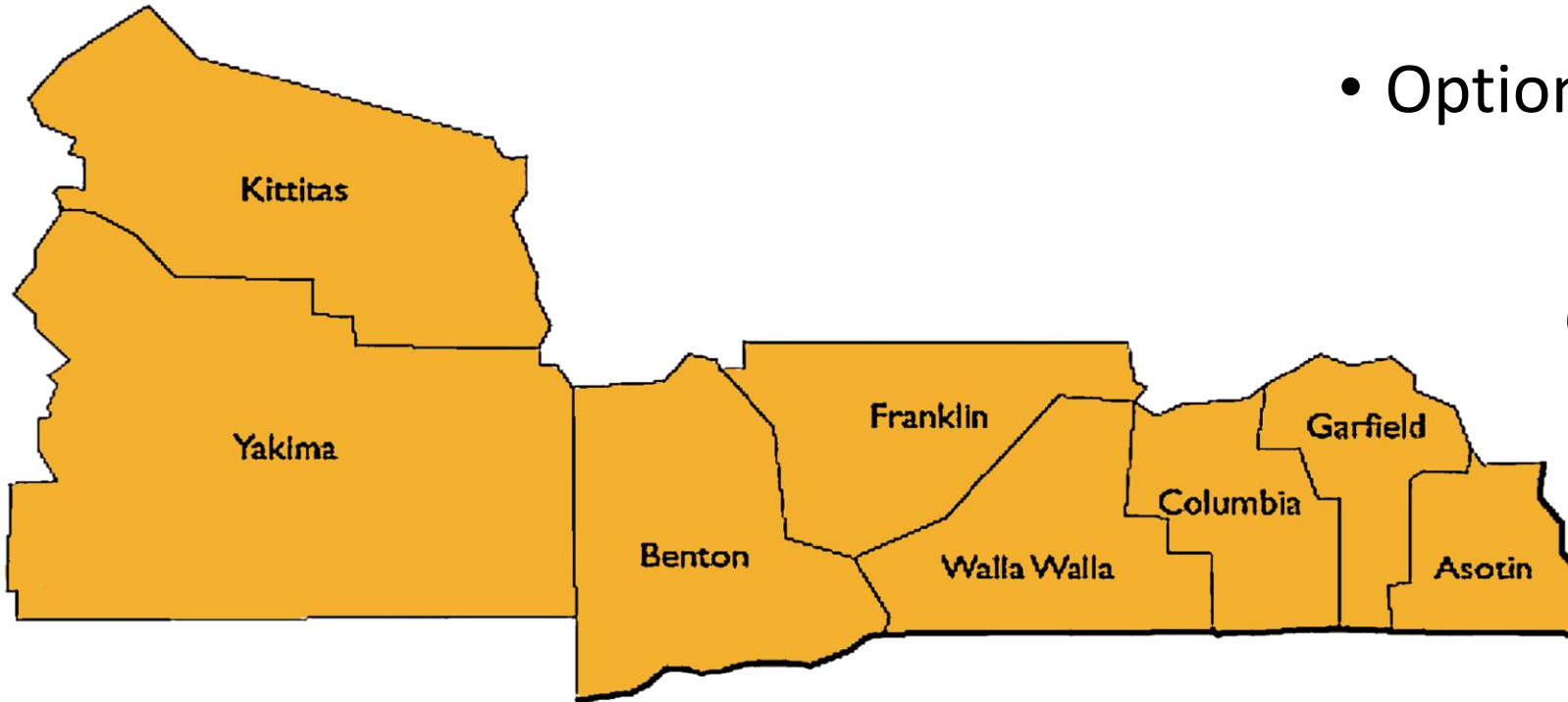

- Option 1: East/Central

- Option 2: Central/NE

Counties:

- Adams
- Chelan
- Douglas
- Ferry
- Grant
- Lincoln

- Okanogan
- Pend Oreille
- Spokane
- Stevens
- Whitman

Rollout Phase 3:

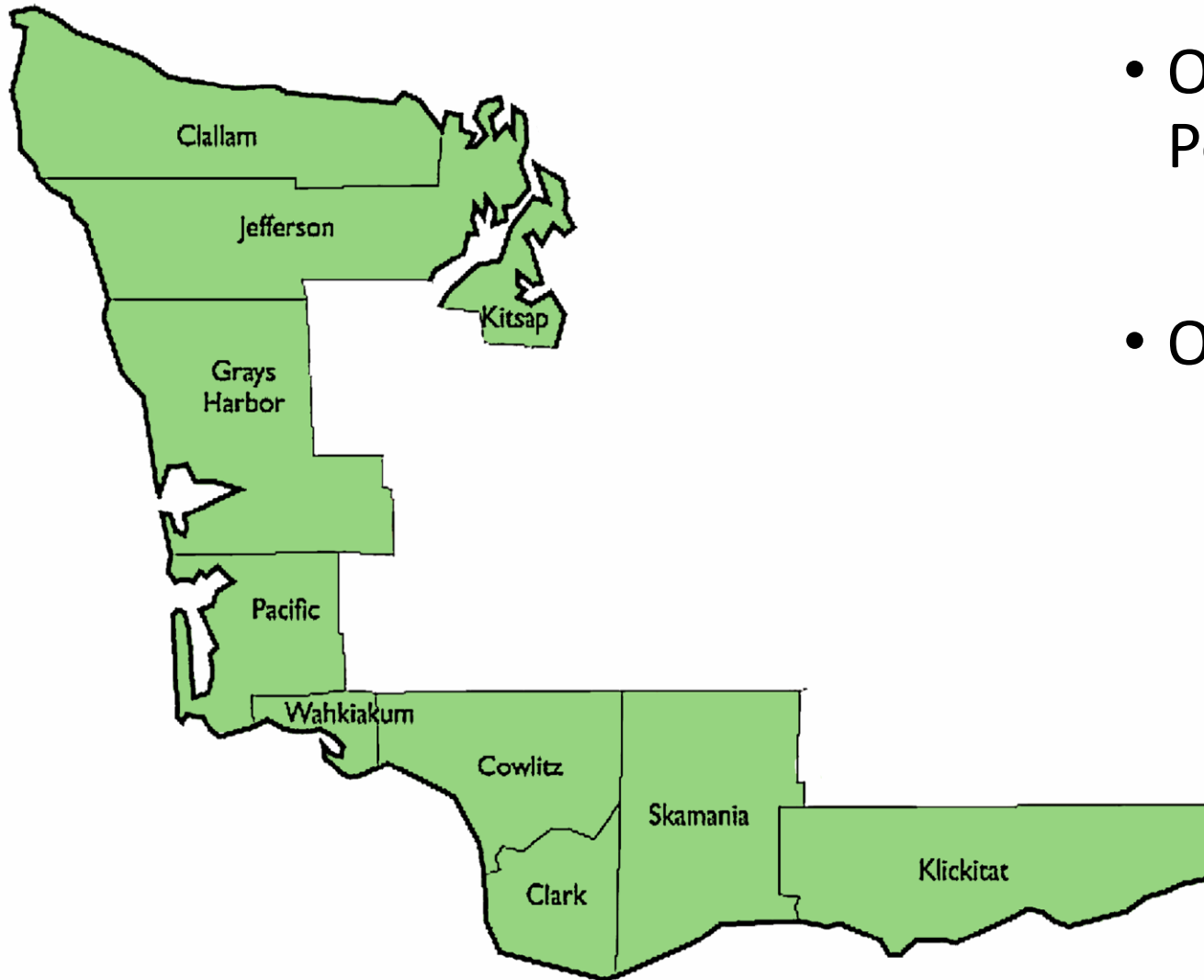
- Option 1: Southeast

- Option 2: ?

Counties:

- Asotin
- Benton
- Columbia
- Franklin
- Garfield
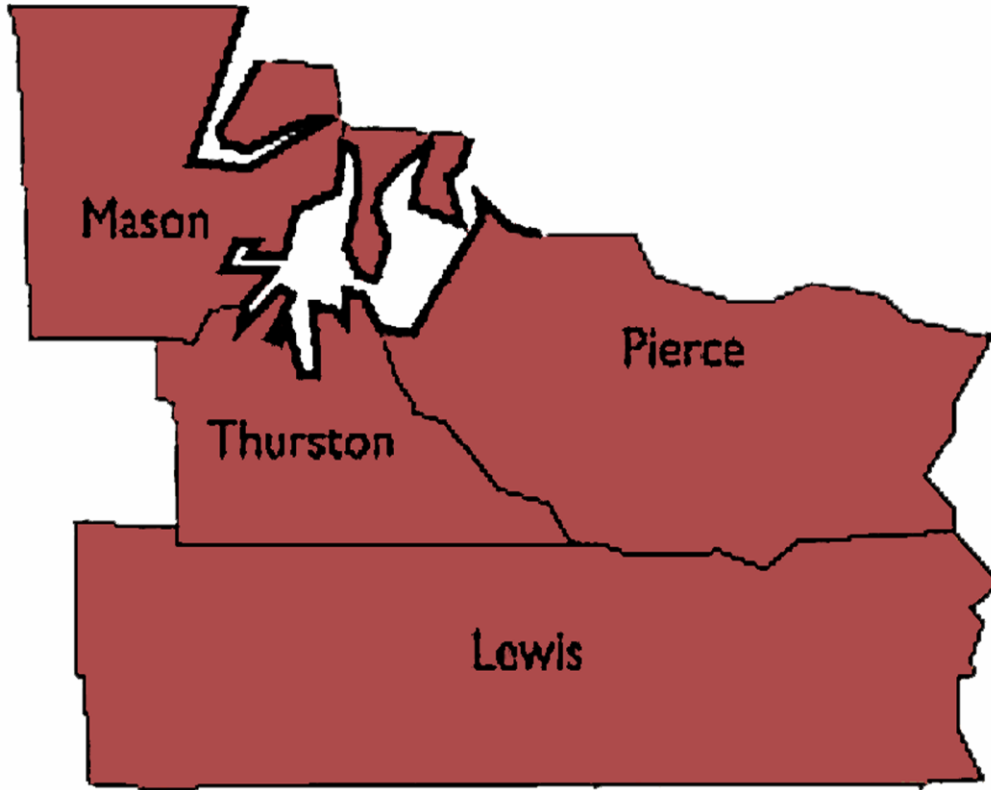- Kittitas
- Yakima
- Walla Walla

Rollout Phase 4:

- Option 1: NW/SW Coastal Peninsula

- Option 2: SW/Coastal

Counties:

- Clallam
- Clark
- Cowlitz
- Grays Harbor
- Jefferson
- Kitsap
- Klickitat
- Pacific
- Skamania
- Wahkiakum

Rollout Phase 5:

- Option 1: South Puget Sound

- Option 2: LMTP

Counties:
  - Lewis
  - Mason
  - Thurston
  - Pierce

Rollout Phase 6:

- Option 1: King

- Option 2: ?

County:
  - King

DDC interview with Bill

DDC interview with Bill

- Ideas of what to ask him

- What do stakeholders want to know

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Roundtable

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Email the Project:

CDE@dshs.wa.gov

Visit the CDE website: https://www.dshs.wa.gov/altsa/cde

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