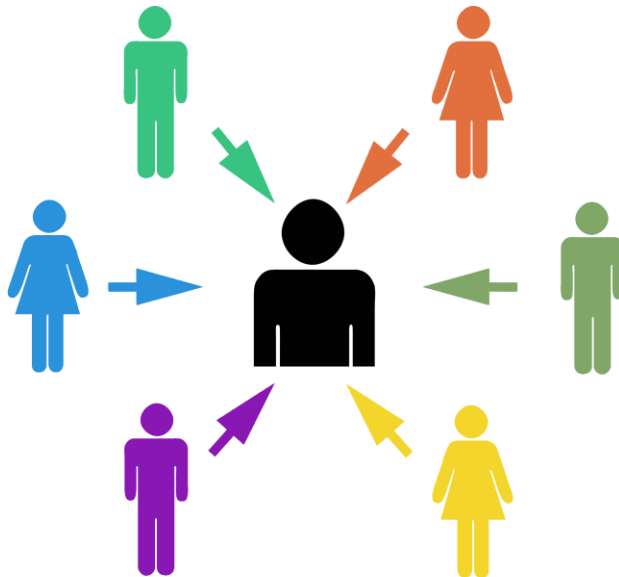


## Consumer Directed Employer (CDE) Project Talking Points #21 – The Service Coordinator model

### What is the Service Coordinator model?

As the CDE vendor, Consumer Direct Care Network Washington (CDWA) will have a call center where most Individual Provider (IP) questions will be answered. CDWA has also identified a new way that an IP can get assistance.

In addition to the call center, CDWA will have dedicated Service Coordinator to assist IPs in handling issues that the call center cannot. The Service Coordinators will be assigned to IPs and will be able to assist IPs as needed with work related issues.



### Stay Connected and Informed about the CDE project!

Visit the [CDE website](http://www.dshs.wa.gov/altsa/cde) at [www.dshs.wa.gov/altsa/cde](http://www.dshs.wa.gov/altsa/cde) to:

- Sign up to receive **Consumer Directed Employer** updates by email
- Sign up to attend a monthly informational webinar or stakeholder meeting
- Review the latest Materials & Resources

For more information:  
Contact the CDE Project Team at  
[CDE@dshs.wa.gov](mailto:CDE@dshs.wa.gov)

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