



<Client Name>

<Mailing Address>

<City>< State><Zip>

August 2, 2021

Dear <Client Name>,

The way your Individual Provider is hired and paid is changing. Consumer Direct Care Network Washington (CDWA) will become the Consumer Directed Employer (CDE) of all Individual Providers (IP). On September 1, you and your IP(s) will receive additional information on actions you must take for the CDE transition. There will be few changes for you. However, there will be changes for your IP(s).

All IPs will transition from being contracted with DSHS to being employed by CDWA. The Washington State Legislature has mandated this change in how the personal care program operates. CDWA will become the legal employer for all IPs. CDWA will be responsible for hiring, payroll, and monitoring IP credentials, like background checks and training.

As a Client, you or your Authorized Representative will continue to be the managing employer of your IP(s). Your IP(s) will need to complete their hiring documentation before October 1, 2021.

You have been selected by DSHS to be part of the Pilot.

- As part of the Pilot, you and your IP(s) will have the opportunity to provide feedback regarding your experience.
- You may know others who receive or provide care services but are not included in the Pilot group. Those individuals will transition to CDWA early next year, depending on where the client lives.
- The fastest and safest way for us to communicate with you is by email. Please make sure your DSHS financial worker has your current contact information.
- If you do not have email, we can help you get one at no cost. If you are interested in obtaining an email address, please contact us at: 866-214-9899.

Learn more about the CDE.

Informational Webinars (Open to the public)

- Getting Ready for the CDE, Tuesday, 8/3/2021, 9:00am PDT
- Payroll Schedule Change and Work Week Limits (WWLs), Tuesday, 8/10/2021, 3:00pm PDT
- Client Responsibility, Monday, 8/16/2021, 9:00am PDT
- Parent Providers and Live-in Providers, Thursday, 8/26/2021, 3:00pm PDT



Pilot Webinars (Open to Pilot Clients and IPs)

- Pilot: Getting Ready, Thursday, 8/19/2021, 3:00pm PDT
- Pilot: Hiring Process, Tuesday, 8/24/2021, 3:00pm PDT
- Pilot: Submitting Time and Getting Paid, Wednesday, 8/25/2021, 9:00am PDT

Registration links for these webinars are on the CDWA website, www.ConsumerDirectWA.com/Resources.

Contact CDWA

Email: InfoCDWA@ConsumerDirectCare.com

Toll-Free Phone Number: 866-214-9899

Website: www.ConsumerDirectWA.com

We will be reaching out to you by phone to follow up on this letter. Please contact us by phone or email if you have questions.

Sincerely,

The Consumer Direct Care Network Washington Team

Help in other languages and formats

For deaf and hearing impaired: 877-398-7969

Arabic العربية	866.215.6909	Cantonese 粵語	866.216.3065	Khmer អង្គរខ្មែរ	866.215.7610	Korean 한국어	866.215.6907
Lao ລາວ	866.215.8044	Mandarin 普通话	866.216.1752	Russian русский	866.215.4069	Somali Soomaali	866.215.5669
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