



September 1, 2021

Dear <Client Name>,

You may know that the way your Individual Provider is hired and paid is changing. Consumer Direct Care Network Washington (CDWA) (www.ConsumerDirectWA.com) will become the Consumer Directed Employer (CDE) (www.dshs.wa.gov/altsa/stakeholders/consumer-directed-employer-project) of all Individual Providers (IP). Starting today, September 1, you and your IP(s) can take action to make the transition to the CDE.

The change to the CDE means that your IP(s) will transition from being contracted with the Department of Social and Health Services (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).

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.

IMPORTANT

- Review the enclosed Terms of Client Services.
- Review the enclosed Advance Directive document.
- Review the Managing Employer Quick Start Guide.

Client Managing Employer Role.

- As the managing employer, you play a role to ensure your IP(s) make the transition to the CDE successfully.
- Your IP's I-9 form requires the signature of the managing employer or their representative.
- Your IP will receive their hiring instructions through the email address they have on file with IPOne.
- If your IP does not have an email address, they will receive their instructions by mail.
- Your IPs will submit time and tasks using CareAttend EVV (if they do not live with you), or the CDWA DirectMyCare web portal (if they live with you).



- If they have not received their hiring instructions by Friday, September 3, please have them contact CDWA. Contact options are listed below.
- It is important you remind your IP(s) that they must complete their hiring documentation by September 24 in order to submit time to CDWA on October 1.

Learn more about the CDE.

Informational Webinars (open to the public)

- Getting Ready for the CDE, 9/8/2021, 1:30pm PDT
- Payroll Schedule Change and Work Week Limits (WWLs), 9/14/2021, 11:30am PDT
- Client Responsibility, 9/17/2021, 3:00pm PDT
- Parent Providers and Live-in Providers, 9/21/2021, 3:30pm PDT
- DirectMyCare Web Portal and EVV, 9/29/2021, 1:00pm PDT

Pilot Webinars (open to Pilot Clients and IPs)

- Pilot: IP Hiring Live Questions and Help (limited attendance), multiple session options

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

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 អង្គរវិទ្យា	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
Spanish Español	866.215.0131	Tagalog Tagalog	866.215.3817	Ukrainian Українська	866.215.4674	Vietnamese tiếng Việt	866.215.2762