

Getting to Know the Consumer Directed Employer (CDE)

CDWA is the CDE

As the CDE for Washington's Department of Social and Health Services (DSHS), Consumer Direct Care Network Washington (CDWA) will employ the approximately 46,000 dedicated Individual Providers (IP) who provide in-home personal care and respite services. CDWA will work closely with DSHS, the Aging and Long Term Support Administration, the Developmental Disabilities Administration, and the Area Agencies on Aging, and will begin the transition with a pilot group of approximately 250 Clients, and their associated IPs, from Lewis, Mason, and Thurston counties. The pilot will be followed by two phases, and current IPs will be hired by CDWA by early 2022.

What Stays the Same for Clients?

- Clients will remain as managing employer and can select, schedule, manage, supervise and dismiss their IPs.
- Client service amounts will continue to be determined through the CARE assessment.
- Client Responsibility, when applicable, will be determined as it always has.
- Clients will work with existing Case Managers.
- Carina database will remain for Clients to search for new or additional IPs.
- Clients will be responsible to have a back-up plan for back up caregivers, as needed.

What Stays the Same for IPs?

- IPs will be paid according to their Cumulative Career Hours (CCH) and advanced training rates.
- IPs will continue to earn Paid Time Off (PTO).
- IPs will continue to submit time and approved care tasks.
- Work week limits will transfer to CDWA at CDE transition.
- IP training and continuing education will continue to be done through SEIU's Benefits Group Training Partnership.
- IP eligibility and background check requirements will continue to be based on criteria set by the State of Washington.
- IP employment requirements, pay scales, and wages and benefits will continue to be set by state legislation and the Collective Bargaining Agreement (CBA) with SEIU 775.
- Carina database will remain for IPs who are looking for new or additional Clients.

Statewide Service Support Model

- **Help with** hiring, work week limits, payroll, case management questions, DirectMyCare web portal, Electronic Visit Verification (EVV), and other questions.

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What Changes for Clients?

- CDWA will work with Clients to assign assessed hours between multiple IPs, as needed, and review work week limits and overtime utilization.
- Clients will pay Client Responsibility, when applicable, directly to CDWA instead of their IP.
- Clients will contact CDWA for IP-related questions and concerns.

What Changes for IPs?

- IPs will be hired by CDWA, not contracted with DSHS.
- Bi-weekly payroll will be paid on Fridays.
- IPs will have to inform CDWA how they want to receive their pay - either direct deposit or pay card. Paper paychecks will not be an option with CDWA.
- IPs who are dismissed by a Client may retain their employment with CDWA (assuming the IP has not lost eligibility to work), and may continue to provide service for other Clients.
- CDWA will perform all administrative functions, including payroll.
- Temporary work week limits will be managed by CDWA with input from Case Managers.
- IPs will not be responsible for collecting Client Responsibility from Clients.
- Character, Competence, and Suitability (CC&S) reviews will become the responsibility of CDWA with input from Case Managers as needed.

- **Three offices** - Federal Way, Lacey, Spokane
- **Service Coordinators** provide support to Clients and IPs including those with limited English proficiency.

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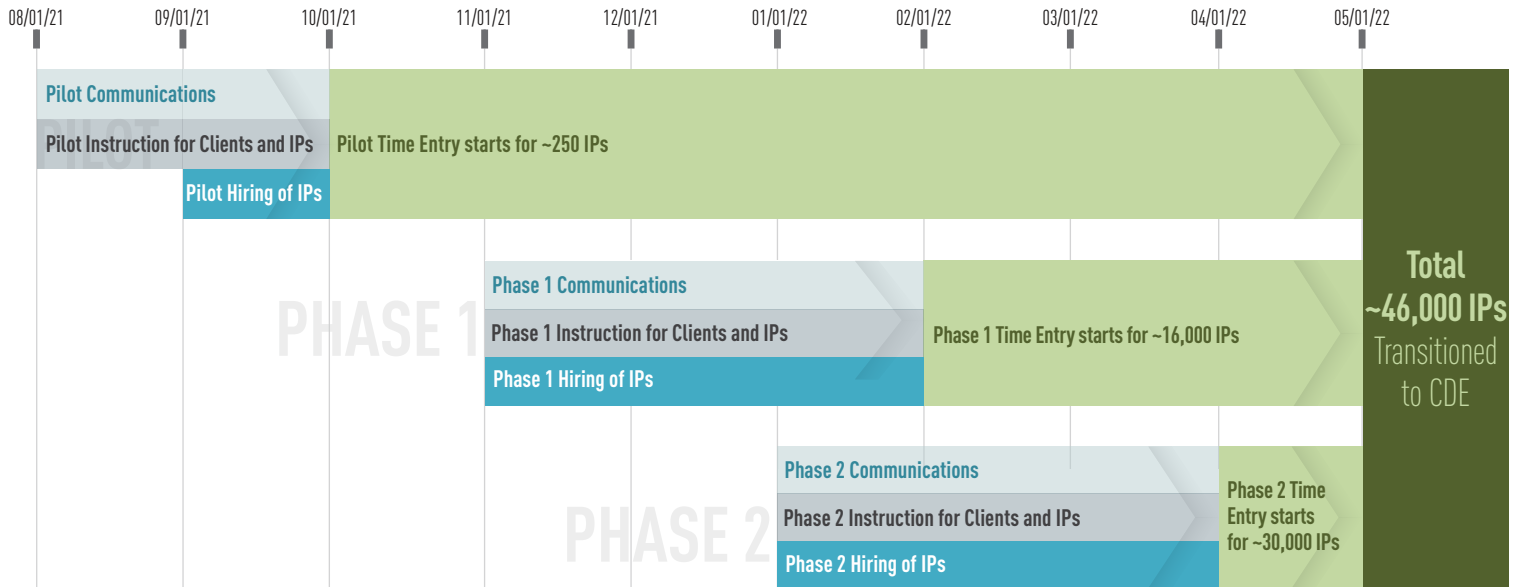
CDWA EVV Overview

IPs will use CDWA's mobile app, DirectMyCare web portal, and toll-free number for a landline option.

What Stays the Same with EVV?

- Live-in IPs continue to be exempt from EVV requirement.
- Live-in IPs continue to report time/tasks weekly.
- Non live-in IPs continue to submit time and tasks through EVV app or landline.
- Non live-in IPs continue to clock-in/clock-out with EVV, whether working for Clients at home or in the community.

CDE Rollout Timeline



Preparation Checklist

CLIENTS	✓ Make sure your Case Manager has up-to-date contact information for you - including email address, mailing address, and phone number.
IPs	<ul style="list-style-type: none"> ✓ Make sure your demographic, email and other contact information is up to date with DSHS and/or IPOne. ✓ Check your Paid Time Off (PTO) balances and make sure they are correct and up to date. ✓ Stay current with training and background check requirements. ✓ Consider direct deposit. CDWA's contract will only allow direct deposit or pay through a pay card. Paper checks will no longer be an option.
ALL	✓ Sign up for DSHS monthly public webinars and updates on the CDE implementation through GovDelivery. You can register for these updates and webinars at the following web address:

www.dshs.wa.gov/altsa/stakeholders/consumer-directed-employer

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