



November 1, 2021

Dear <Client Name>,

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, November 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 authorized 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). In the role of managing employer, you are responsible to support your IP(s) to submit their hiring documentation. Please encourage your IP(s) to complete the hiring process as soon as possible!

Stay Up to Date

- 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 an email address, we can help you get one at no cost. 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.

How you can help your IP.

- 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, their authorized representative, or any other person besides the IP.
- 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 transition instructions by Friday, **November 5**, please have them contact CDWA. Contact options are listed below.



Learn more about the CDE.

Informational Webinars (open to the public)

- Payroll Schedule Change and Work Week Limits (WWL), Friday, 11/5/2021, 11am PDT
- DirectMyCare Web Portal and EVV, Monday, 11/15/2021, 6pm PST
- Getting Ready for the CDE, Thursday, 11/18/2021, 3:30pm PST
- Parent Providers and Live-in Providers, Saturday, 11/20/2021, 9am PST
- Client Responsibility, Tuesday, 11/23/2021, 10:30am PST

Registration links for the informational 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 hard of hearing: 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
Spanish Español	866.215.0131	Tagalog Tagalog	866.215.3817	Ukrainian Українська	866.215.4674	Vietnamese tiếng Việt	866.215.2762