

Strategic Development Group

March 12, 2019



Transforming lives

Agenda

1. CDE Project Update
2. RFP Cancellation Discussion
3. Review Staff Readiness Assessment Data
4. Brainstorm on IP and Consumer Readiness
5. Transition Planning Overview
6. Planning for Technical Transition

CDE Project Update

Recent Accomplishments

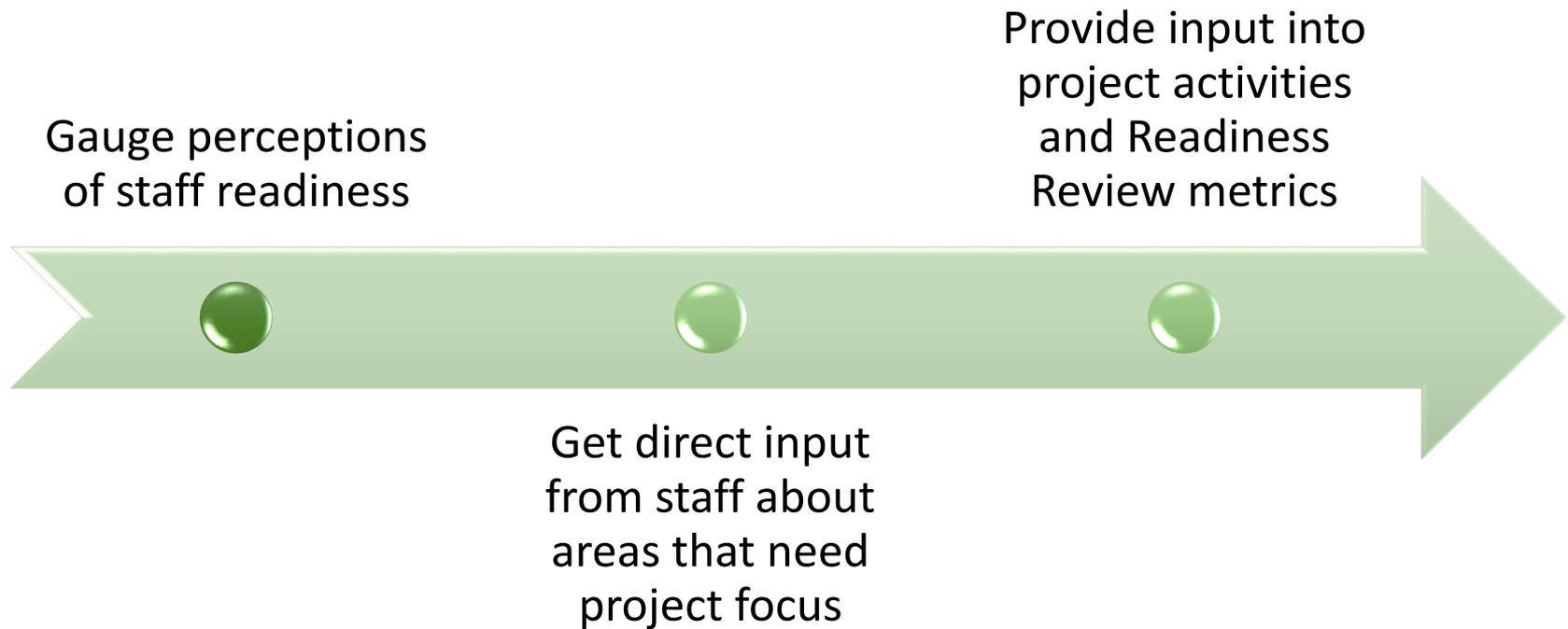
- Finished identifying test scenarios
- Completed review of vendor responses
- Began bidder response evaluations
- Cancelled procurement based on findings
- Posted Talking Points #6 (Work Process Changes) and #7 (Character, Competence & Suitability Determination)
- Updated, reformatted, and posted Frequently Asked Questions (FAQs)

www.dshs.wa.gov/altsa/cde

Cancellation Discussion

Results: Baseline Readiness Assessment

Purpose of Readiness Assessment



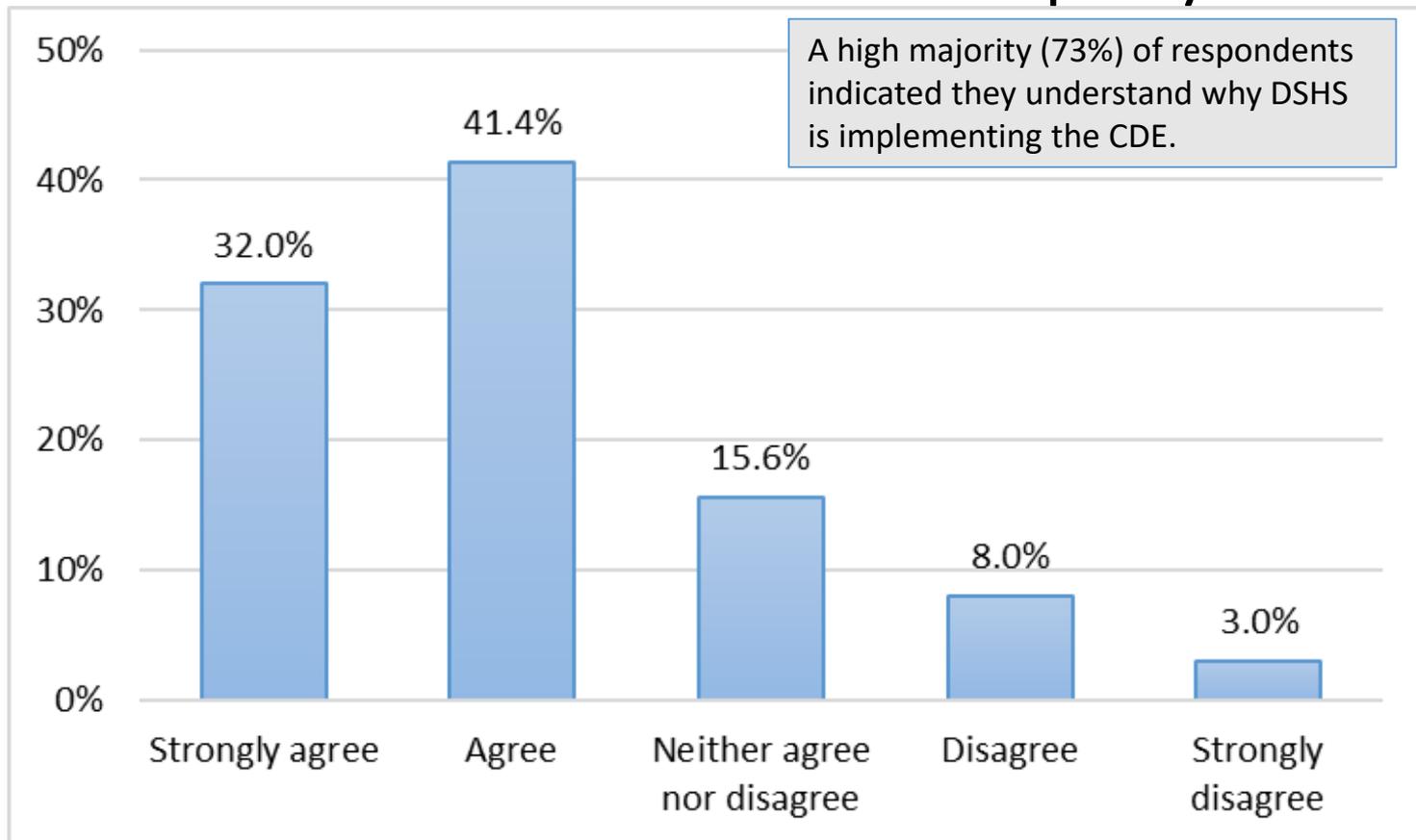
High-Level Results

628 respondents (nearly 40% of target)

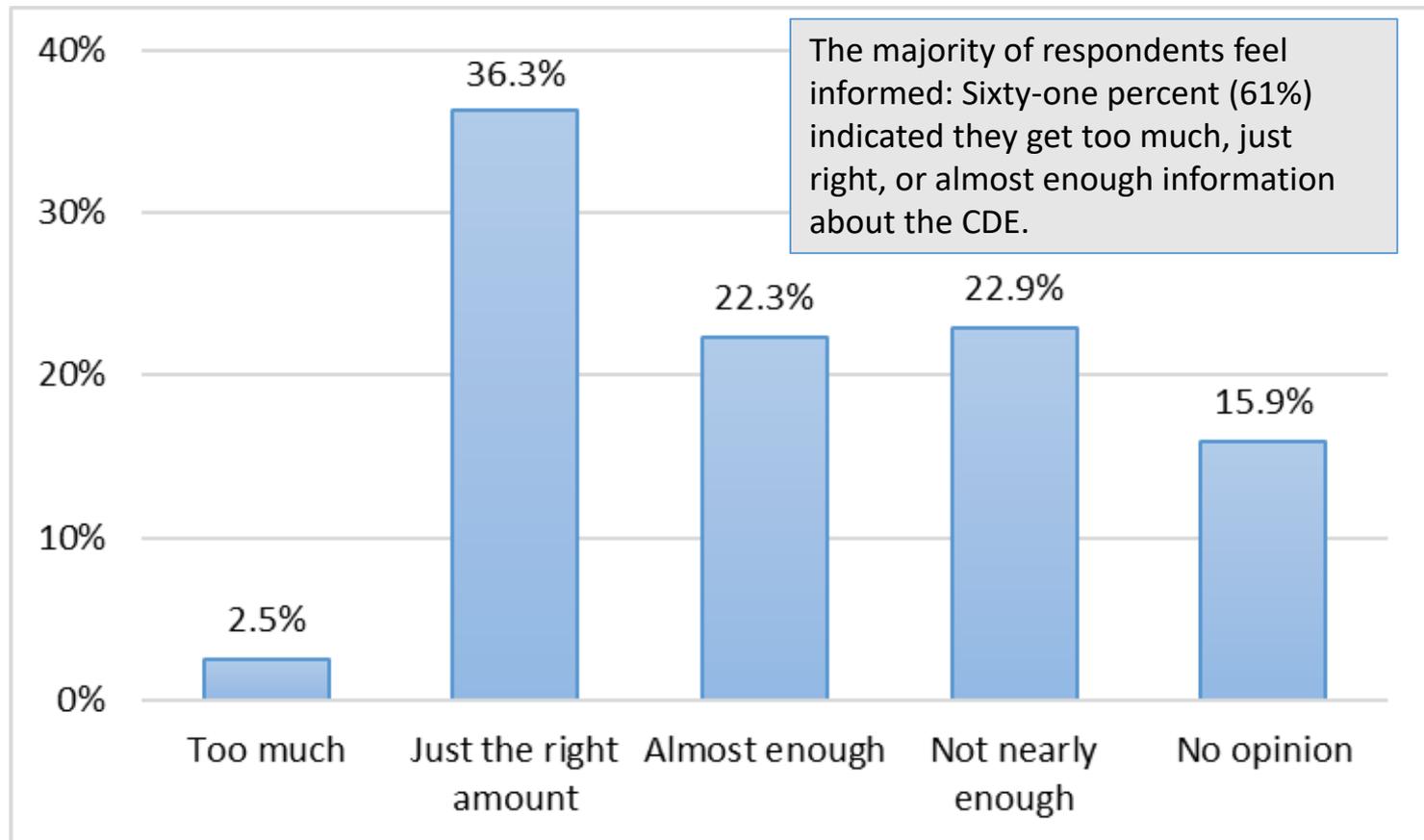
- 329 shared ideas on how to inform IPs and clients about CDE
- 92% work in DDA or HCS field offices, or in AAA offices
- 72% work directly with IPs or clients served by IPs; another 14% were supervisors



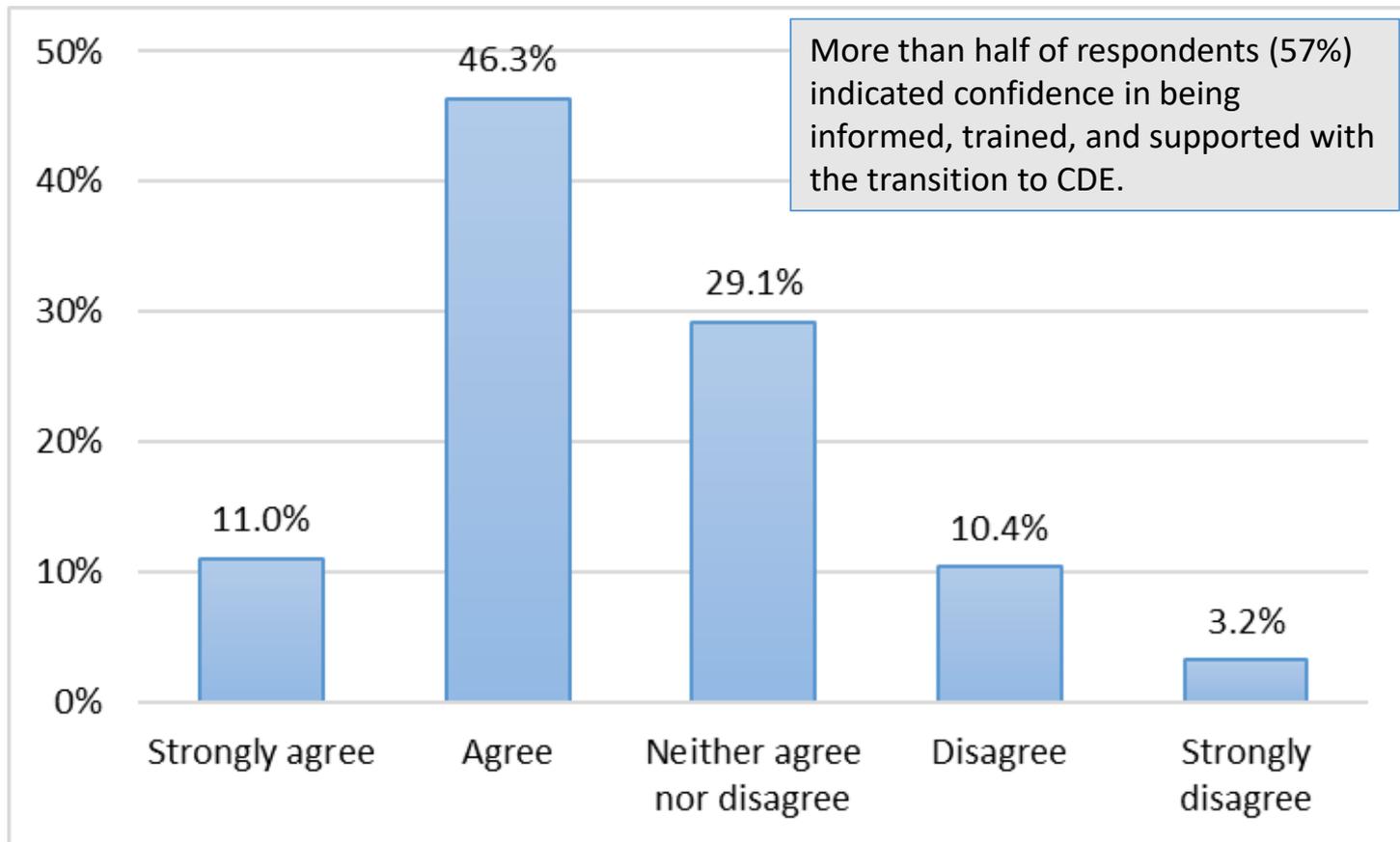
I Know Why DSHS is Implementing the Consumer Directed Employer



The Amount of Info I receive is:



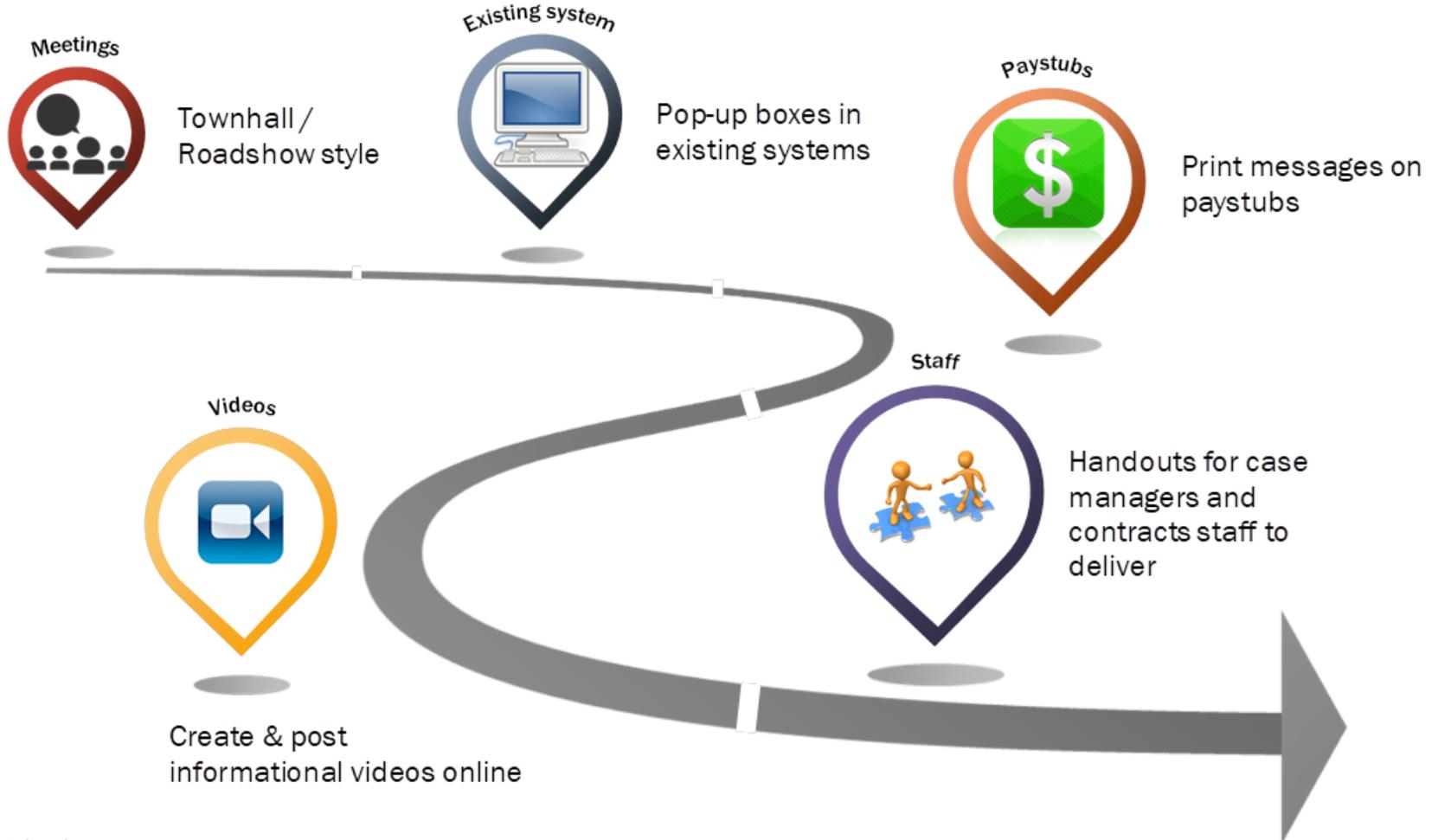
Confident Will Receive Info, Training, Post-Imp Support Needed for Success



Best Ways to Inform IPs & Clients

1. Written materials / letters
2. In-person outreach / training
3. Email
4. Case manager
5. Phone
6. Webinars / videos
7. IP orientation / Continuing education

Suggestions on Informing



Other Ideas on Informing

- Text message / email / phone call campaigns
- SEIU / Member Resource Center sharing information

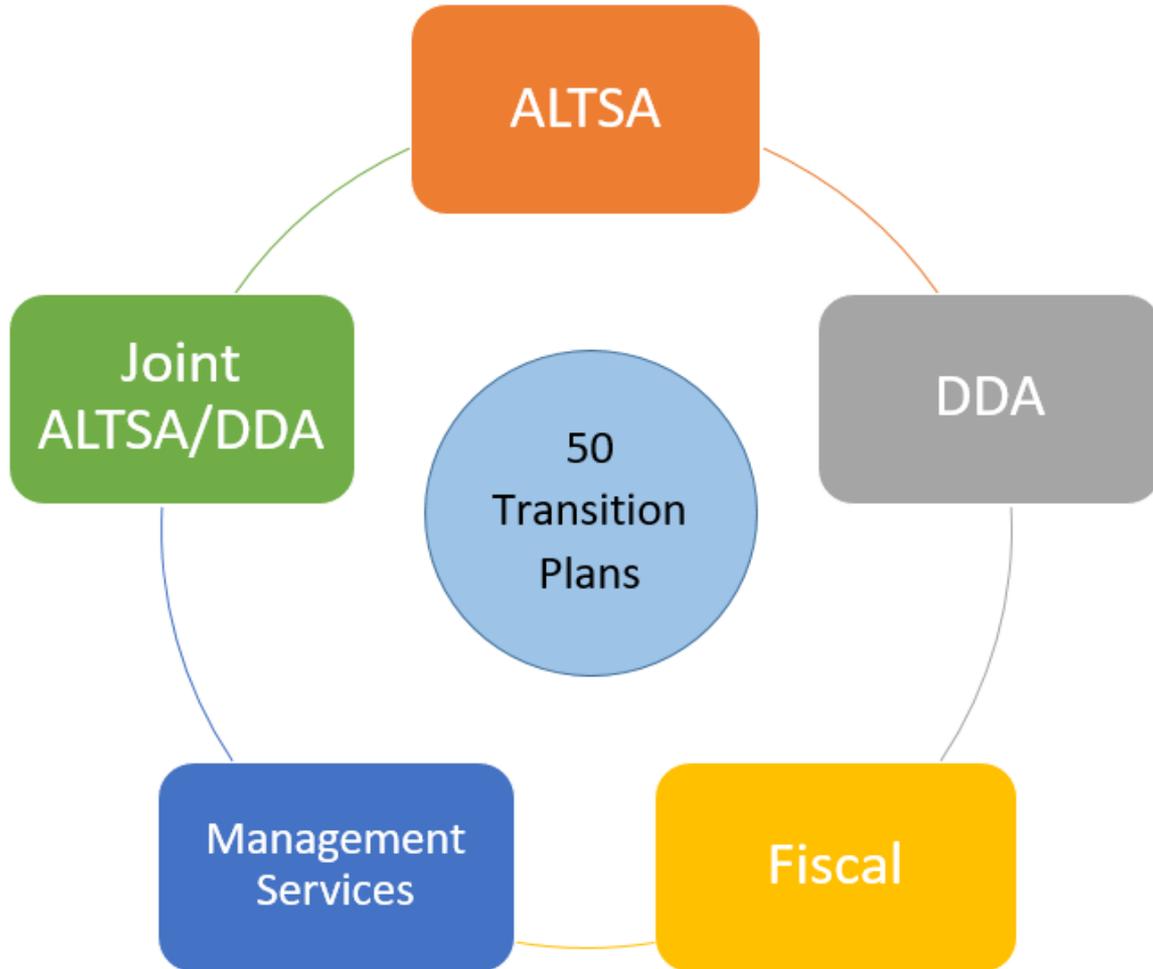


Discussion: Engaging IPs and Clients



Transition Planning

Transition Planning



Transition Plans List

1915(b) waiver
Adult Protective Services*
Case Management/Service Planning (2)
Client responsibility
Managed Care Organizations
New Freedom and Veterans
Policy changes (2)
QA process for IP files (2)
Staff changes (2)
Training and certification (2)*
Waiver renewal/amendments (2)
ACD
Authorizing hours/assigning tasks
Character, Competence & Suitability
Collective Bargaining Agreement
Electronic Visit Verification
Financial staff
CARINA*
IP Administrative Hearings
IP contracts*
IPOne customer service
Nurse delegation
Overpayments*

PANs (client and IP)
Public disclosure
State Plan Amendment
Travel (windshield) time
WAC changes
Website updates
Work Week Limit exceptions (temporary)
Accounting (CDE contract)
Accounting (PPL contract)
IPOne PPL access to systems
IPOne decommission
IPOne operational resources
IPOne staff transition
Contract staffing transition
HelpDesk changes
CDE data analysis
Reports
DSHS garnishment desk
DSHS tax desk
Uncashed checks
Payment recoupment

*Includes consideration of data feeds

Transition Plans

Business
Need

Gaps to be
Resolved

End
Product(s)

Leads

Tasks

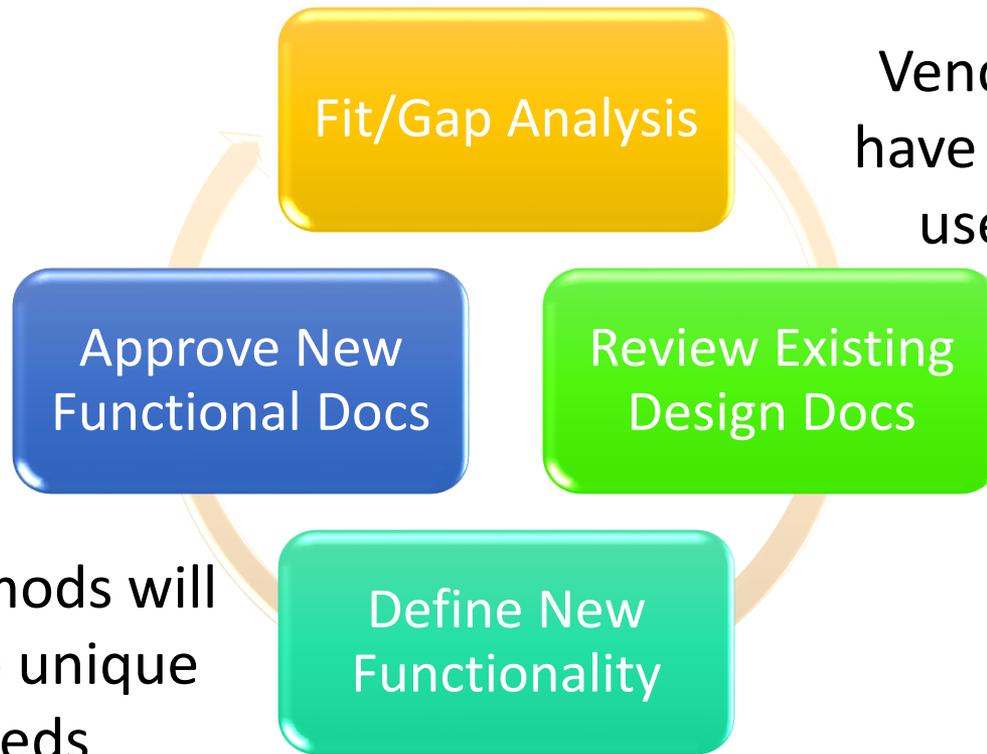
Start &
End date

[Example Transition Plan](#)

Planning for Technical Transition

System Design

CDE is not a traditional software development project.

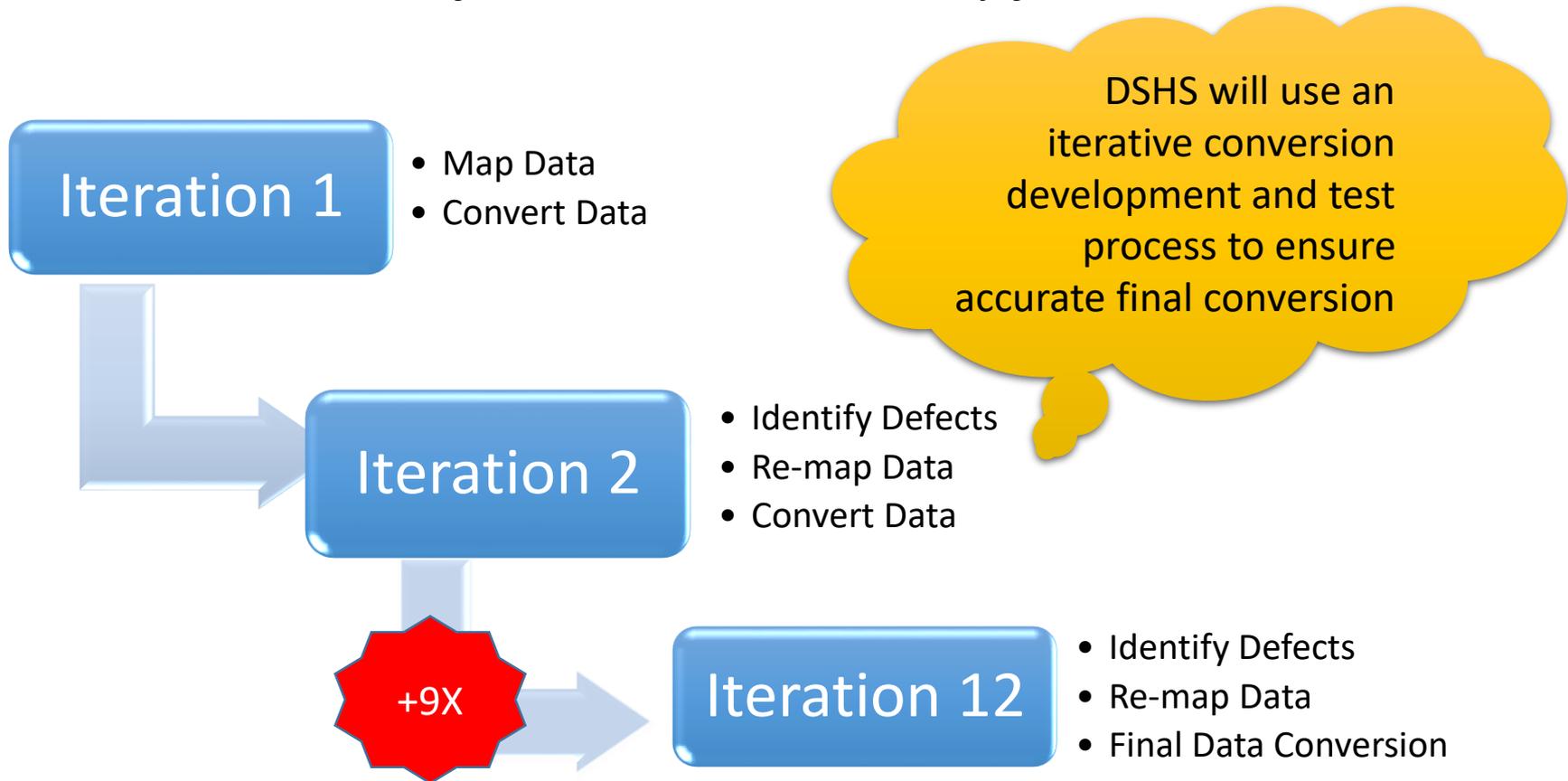


Vendor should have a system in use already

CDE system mods will be limited to unique DSHS needs

Data Conversion

As the new employer, the amount of data that can be converted to the CDE from DSHS is limited by federal law.



Testing

DSHS will act as oversight as the CDE vendor tests its software and services.



System
Testing



Integration/
Interface
Testing



Acceptance
Testing

DSHS Process Oversight, Deliverables, QA Checks

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Sign up for GovDelivery:

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Select *Consumer Directed Employer* under “News and Resources”

Visit the CDE Website:

<https://www.dshs.wa.gov/altsa/cde>

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