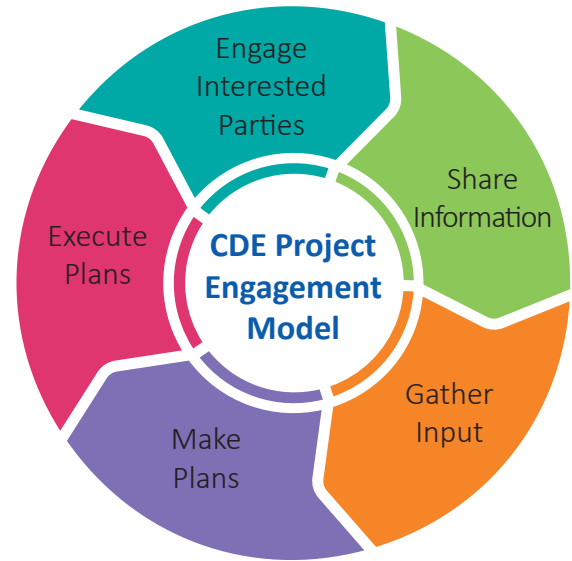


# Consumer Directed Employer Stakeholder and Tribal Engagement

## Background

The Consumer Directed Employer (CDE) project is implementing a consumer directed employer for approximately 43,000 in-home caregivers in Washington state who provide care to individuals receiving services from the Aging and Long-Term Support Administration or the Developmental Disabilities Administration.

Throughout this project, DSHS is committed to an inclusive and transparent effort that widely engages interested parties, including consumers and families, providers, staff, advocates, interface partners, union representatives, and tribal governments.



## Engagement Activities

Engagement Event	Participants	Purpose	Frequency	Outcomes (to date)
Strategic Development Group	24 interested parties (e.g., advocates, providers, staff, consumers, and interface partners)	Develop recommendation to legislature on CDE licensure/certification; Provide input on CDE requirements and readiness plans and activities	Monthly since April 2018	Recommendation developed; input received on CDE requirements, communication and readiness activities
Webinars	Public	Share current status, recent accomplishments, upcoming activities, decisions, answers to recent public questions, solicit new questions	Monthly since April 2018	403 total attendees, 145 questions answered
Webinars	Staff in AL TSA, DDA, and AAAs	Share current status, recent accomplishments, upcoming activities, decisions, answers to recent staff questions, solicit new questions	Monthly since April 2018	1,003 total attendees, 322 questions answered
Stakeholder Listening Sessions	Providers, consumers and families.	Provide background on project, solicit attendee feedback on important items to remember for the CDE, as well as hopes and fears about the change.	June-July 2018	Six sessions held across the state; 37 participants provided input which has been used in planning
Staff Listening Sessions	Staff in AL TSA, DDA, and AAAs	Provide background on project, solicit attendee feedback on important items to remember for the CDE, as well as hopes and fears about the change.	October – November 2018	Seven sessions scheduled statewide with an estimated 208 attendees
W4A Staff Questionnaire	AAA staff	Provide input on success factors for CDE implementation	June 2018	Response themes incorporated into readiness plans
Tribal: <ul style="list-style-type: none"> <li>Listening Session</li> <li>Roundtables</li> <li>Consultation</li> <li>Summit</li> </ul>	Tribal governments	Provide background on the project, solicit feedback and guidance	July – November 2018	Received guidance and input which used in planning. 208 attendees are estimated at completion.

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## Overarching Themes from Staff, Stakeholder and Tribal Input

Several themes have emerged from the various points of staff, stakeholder, and tribal engagement:

1. **Usability** – The CDE’s payroll system and business processes need to work well and be user friendly. This includes hiring, assignment of hours, customer service, HR changes, etc.
2. **Good Process** – Business and technological processes need to be simple, transparent, and easy to use with clearly defined roles and responsibilities for all users. Staff from ALTA, DDA and AAAs, as well as providers and consumers, all need efficient and effective processes to follow.
3. **Communication & Flexibility** – Good communication between consumers, their families, IPs, case managers, the CDE is crucial to address the dynamic needs of consumers. Staff want IP issues resolved through the CDE without case manager involvement or triangulation.
4. **Relationship with Case Management** – IPs, consumers, family members, and case managers value their current relationships and don’t want that relationship to be interrupted by the CDE.
5. **Electronic Visit Verification (EVV)** – Concerns about “big brother” listening in or using data for other purposes, or exposing personal data. Desire for EVV to be simple and easy to use.
6. **Training Needs** – IPs and consumers need training in multiple formats before, during and after CDE implementation, covering technology and business process changes. Staff need training to understand what functions the CDE absorbs, and what remains with case management.
7. **Service Planning** – IPs, consumers, and family members would like to thoroughly explore service options with their case manager during the service planning process. Case managers look forward to increased time for service planning with clients.
8. **Workforce Development** – IPs want continually improving professional development, working conditions, pay, and benefits; Staff need the CDE to attract and retain caregivers to meet the growing demand in this field.

## Background

The input received from over 1,500 participants in these events, combined with lessons learned from prior implementations, has shaped multiple aspects of the CDE Project including the development of CDE vendor requirements, implementation readiness plans, communication strategies, and outreach activities.

Engaging stakeholders, and tribes in an inclusive and transparent process is a cornerstone of the CDE project approach and will be a key determinant of the project’s ultimate success.

## Feedback Integration Points

