

Transforming  
Lives

# CDE Baseline Readiness Assessment for Individual Providers Summary and Analysis

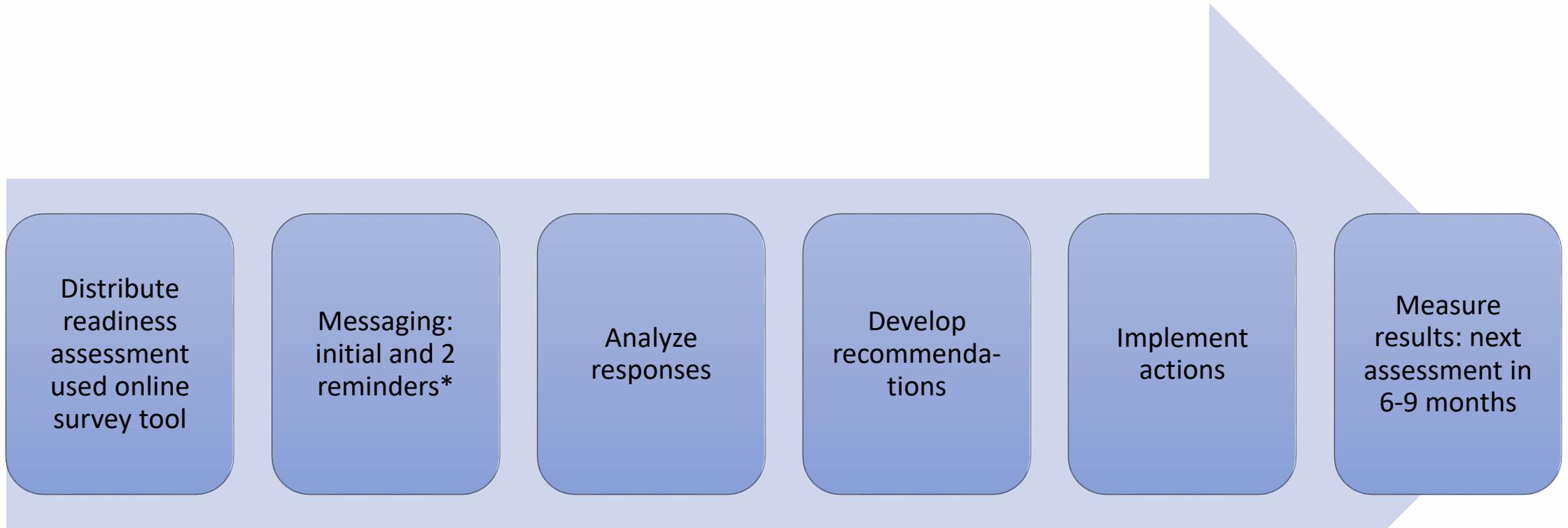
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# Purpose

- Gauge perceptions of Individual Provider (IP) readiness for the implementation of the Consumer Directed Employer (CDE)
- Get direct input from IPs about areas that need project focus
- Gain understanding of volume of IPs interested in the pilot
- Provide input into Readiness Review metrics

# Approach



\*Representatives from the CDE Strategic Development Group also distributed through their networks.

# Context

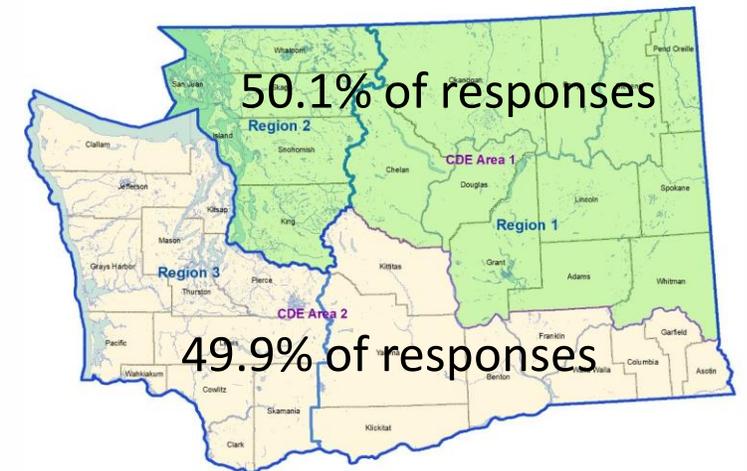
This is a baseline readiness assessment:

- Less-than-ideal results were expected
- Data was reflective of the early phase of the project during which communication has been very passive
- Survey was conducted only in English
- Assessment was conducted when we were still working with 2 vendors
- At least 2 more assessments are planned during the project
- Results will contribute to the formal Readiness Review

# High-Level Results

4,545 people responded

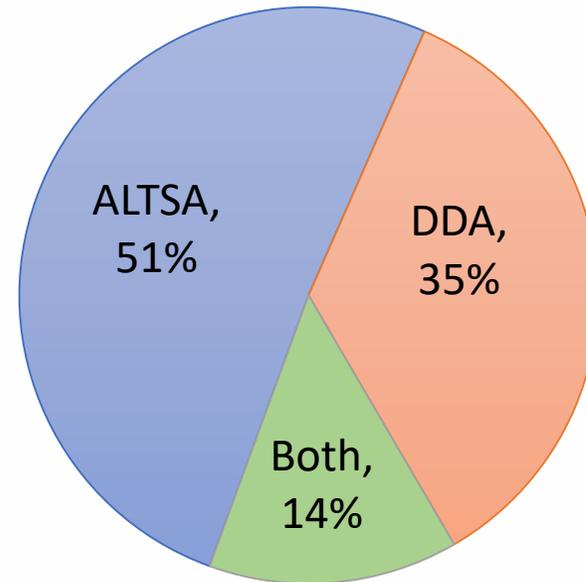
- Out of 44,728 IPs with current contracts and recent claims
- Yields a 10.16% rate of response
- Results in 99% confidence within margin of error of (+/-) 2%
- Equal split between CDE Areas\*
- 1,768 shared ideas on how to inform IPs and clients
- 993 expressed interest in participating in the pilot
  - 574 of which sent contact information to the project



\*Survey conducted while still in negotiations with 2 vendors.

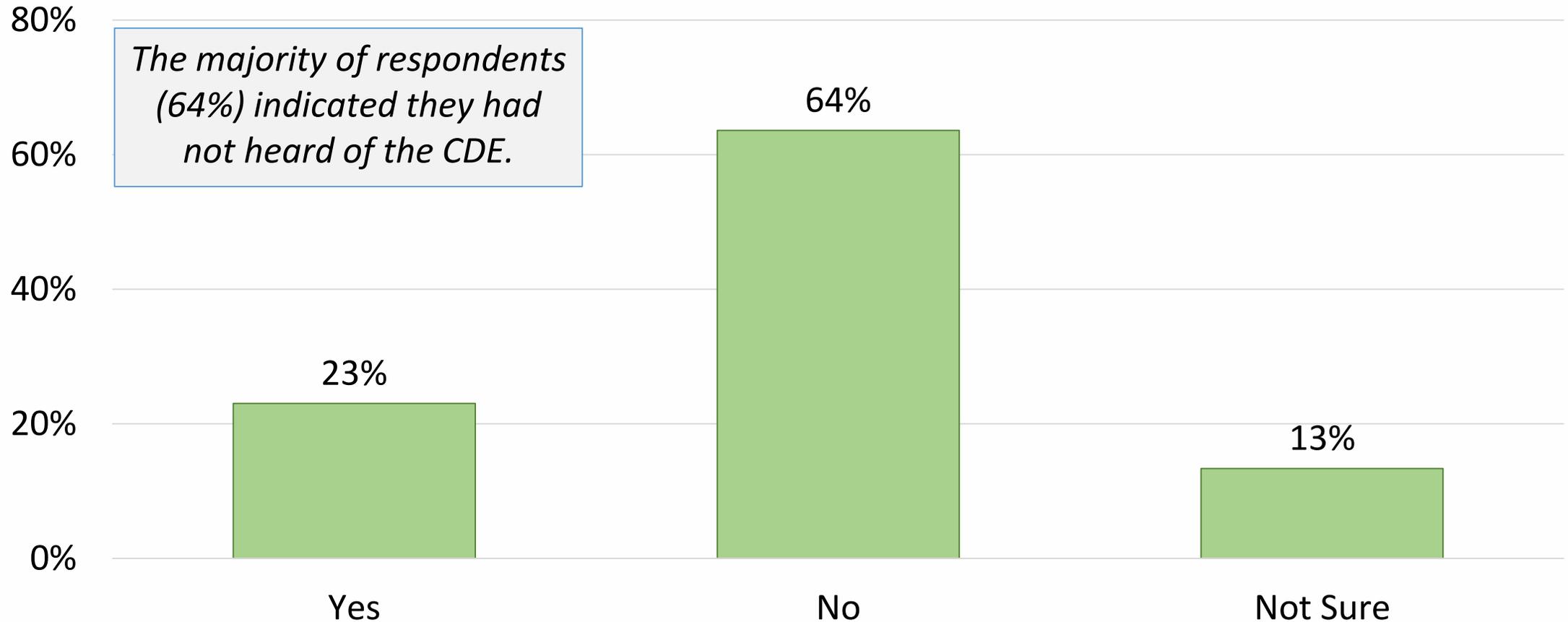
# Program for which providing services

Rate of response across program areas is fairly consistent with the personal care caseload.

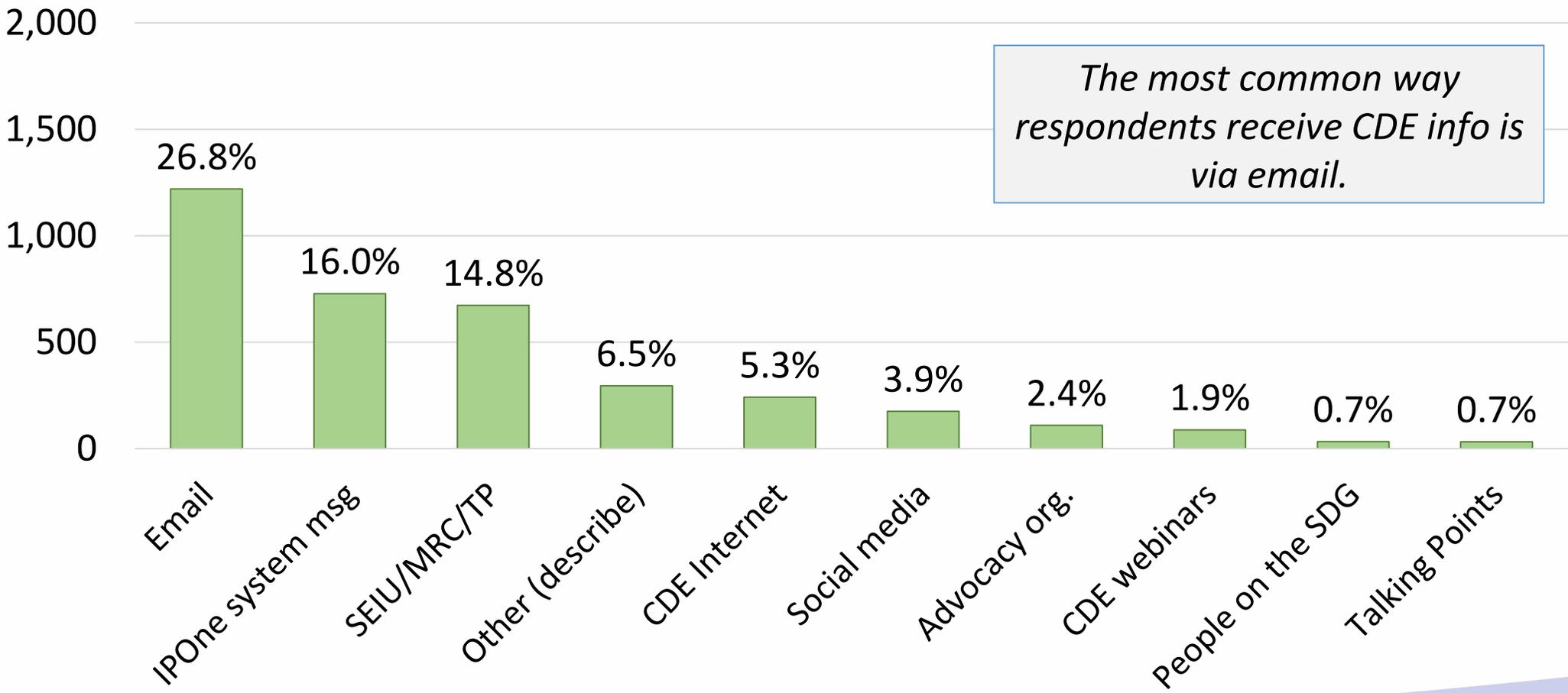


# Results by Question

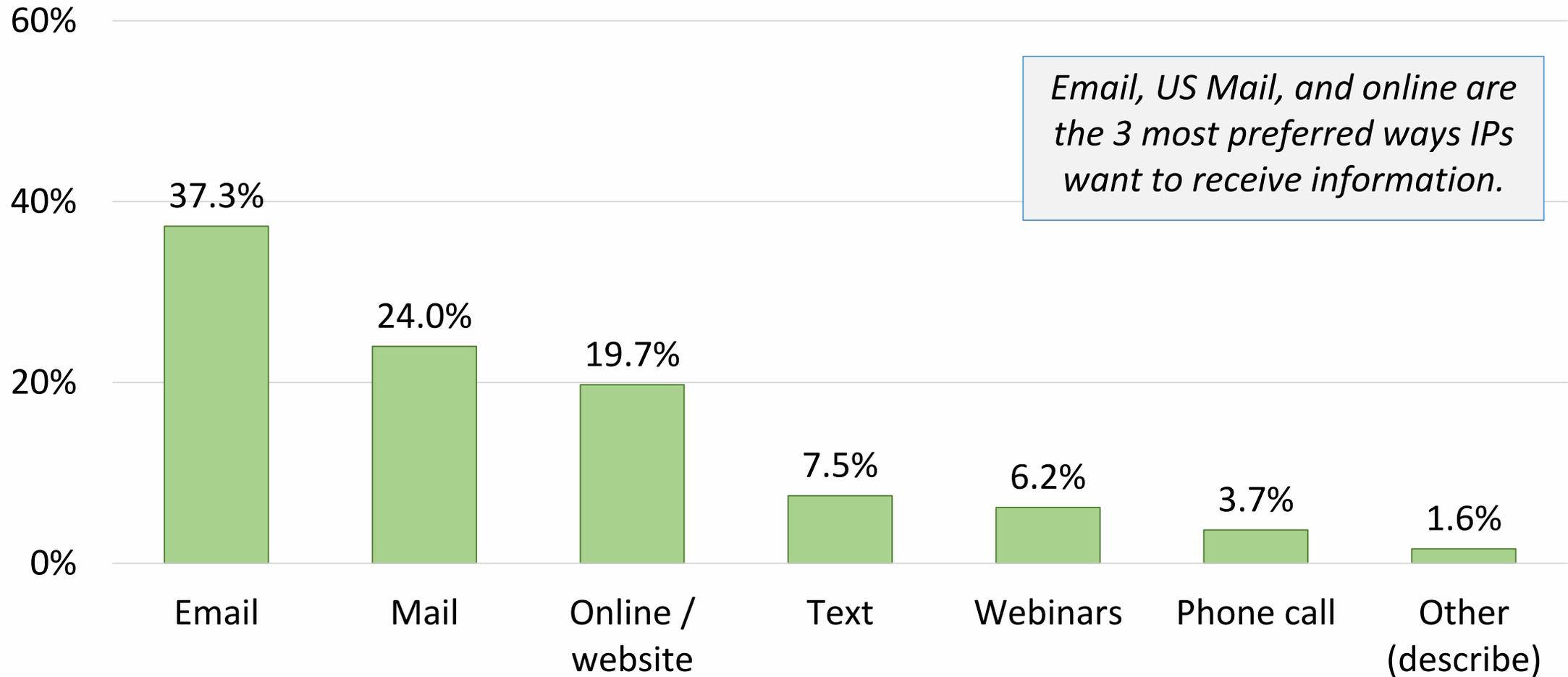
# Have awareness of the CDE project



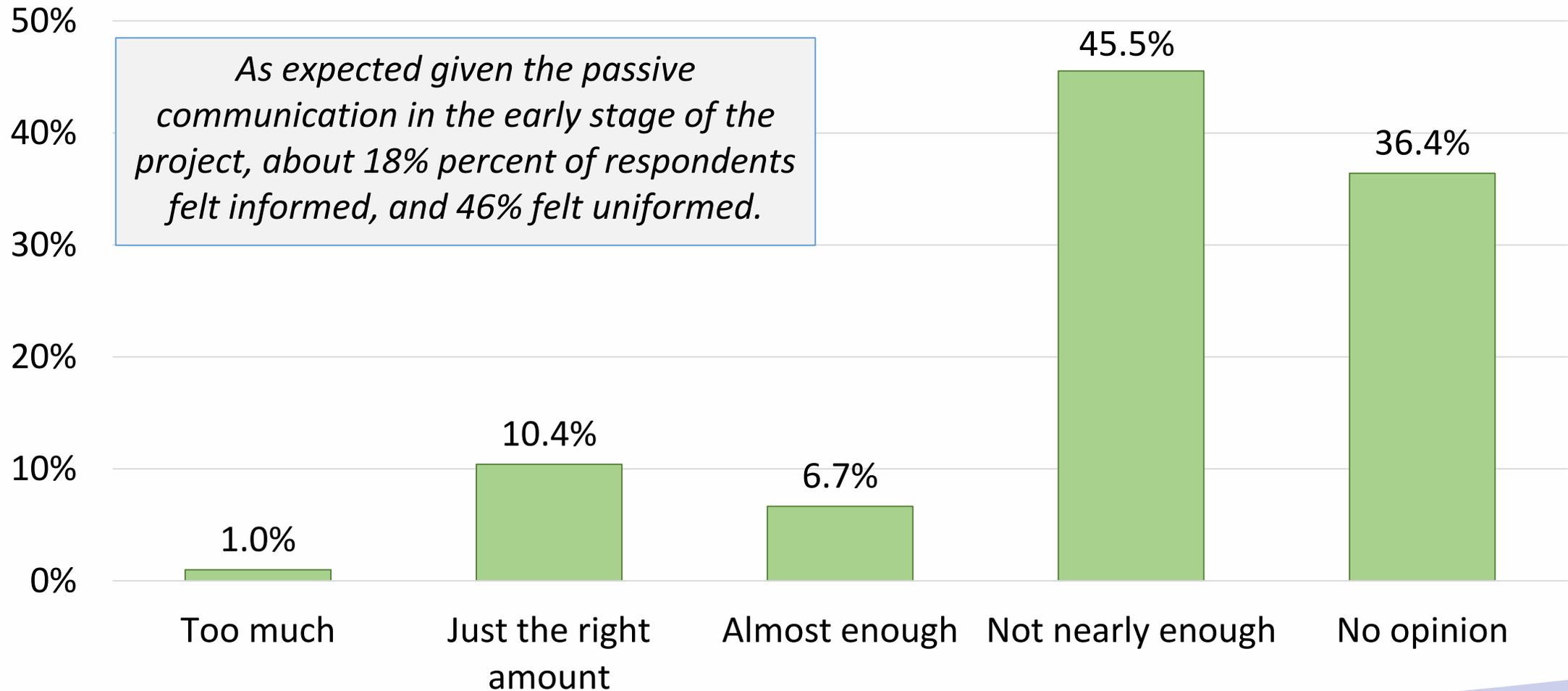
# How CDE information is received



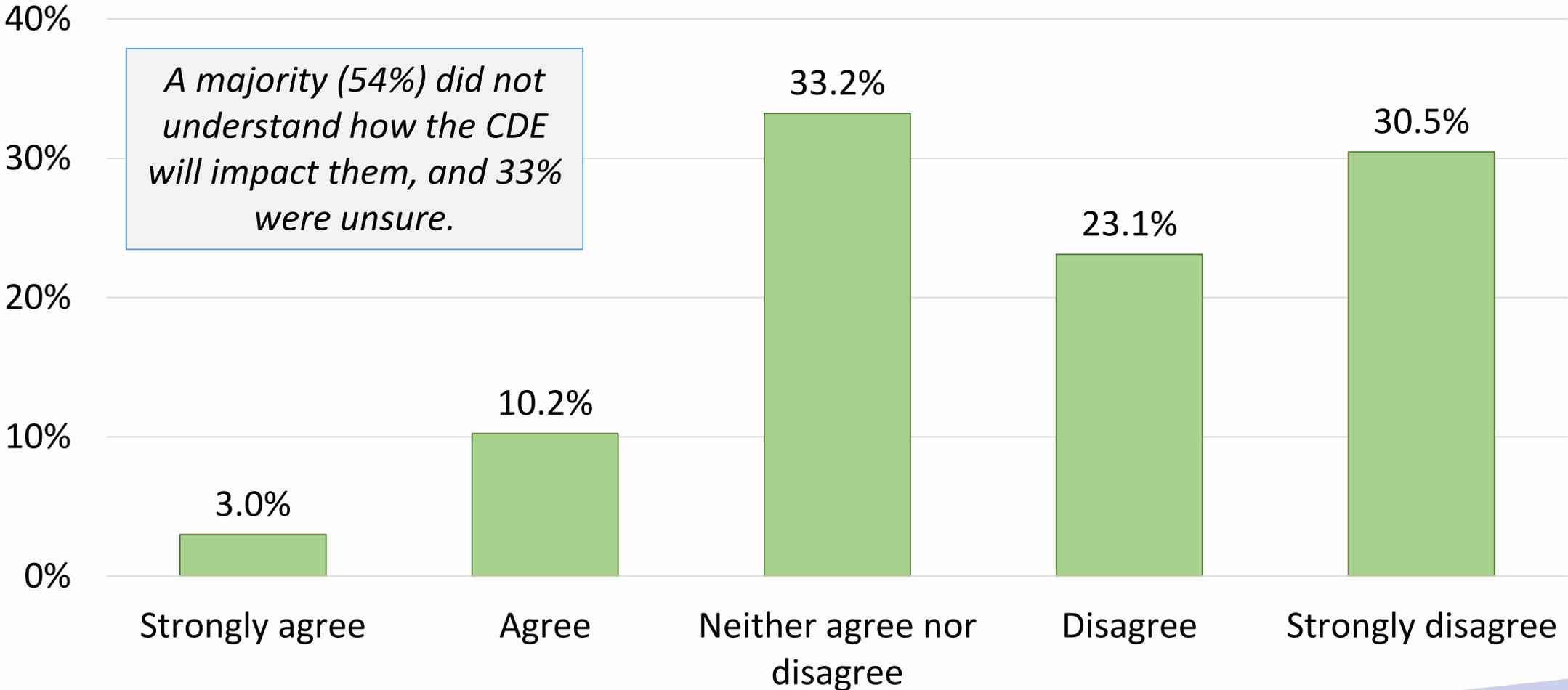
# How want to receive CDE information



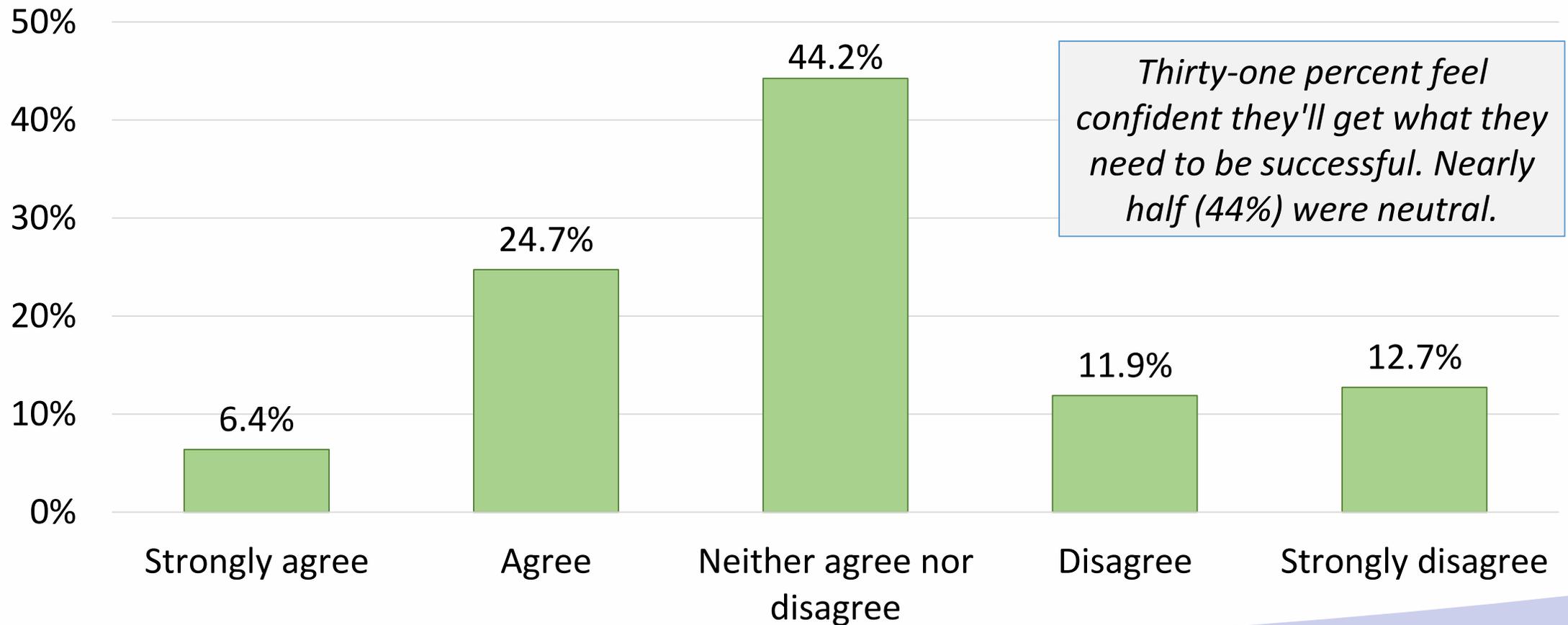
# The amount of info received is



# Understanding of impacts

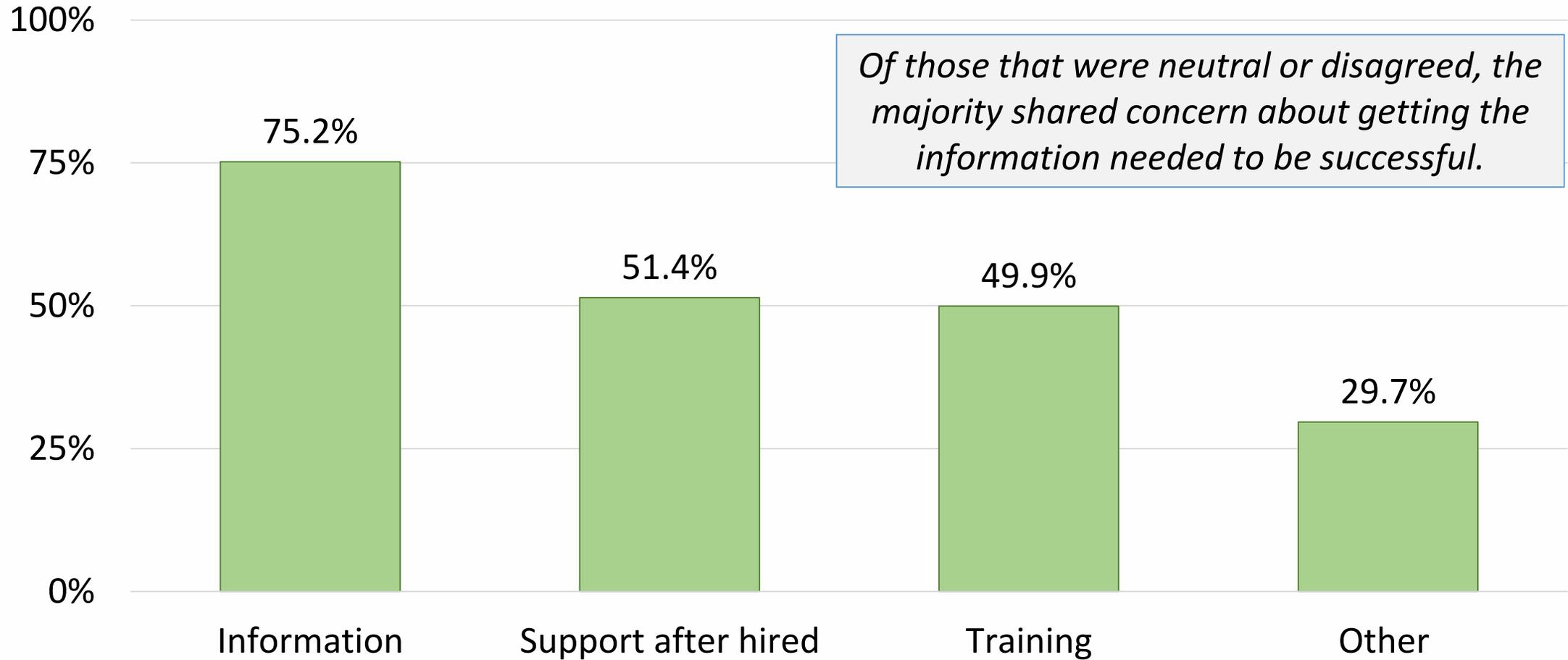


# Confidence will receive info, training, post-imp support needed for success



# What's needed to raise confidence?

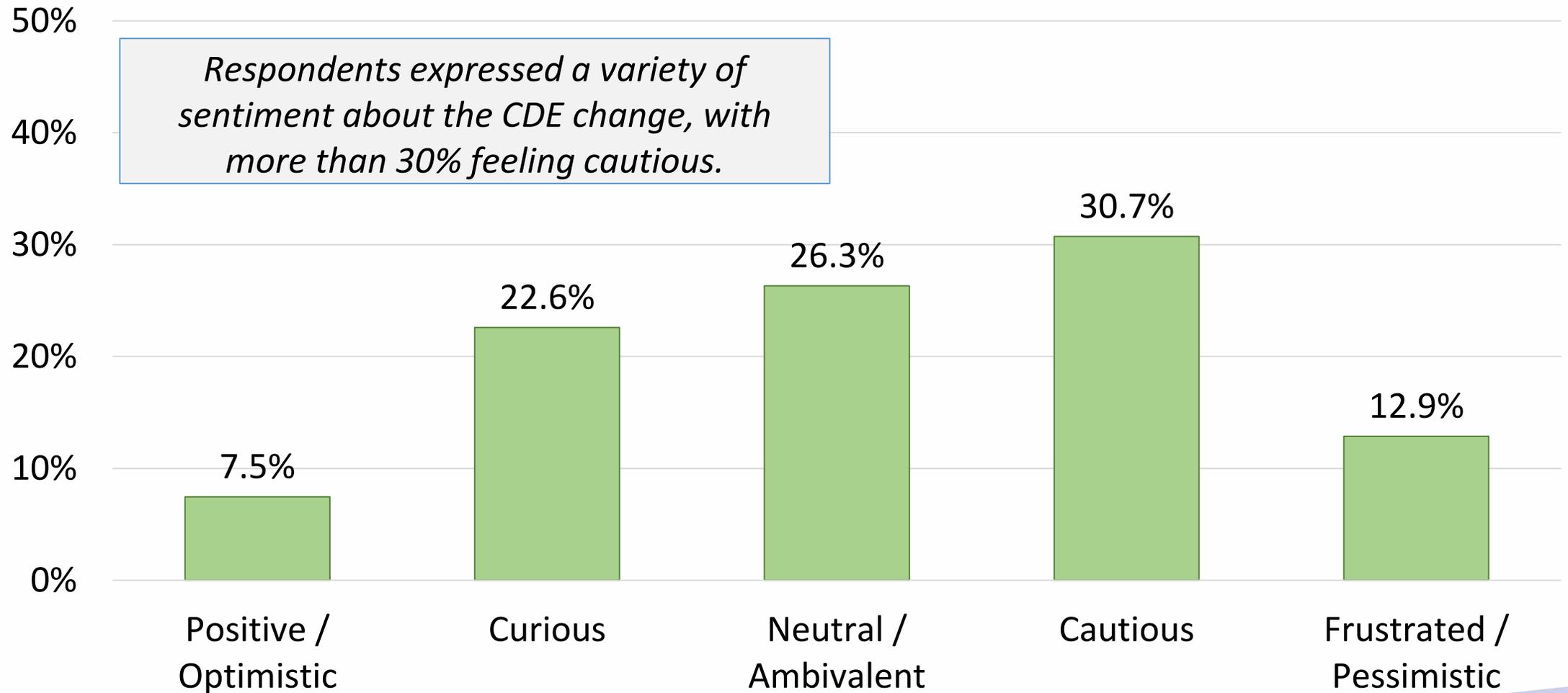
(check all that apply)



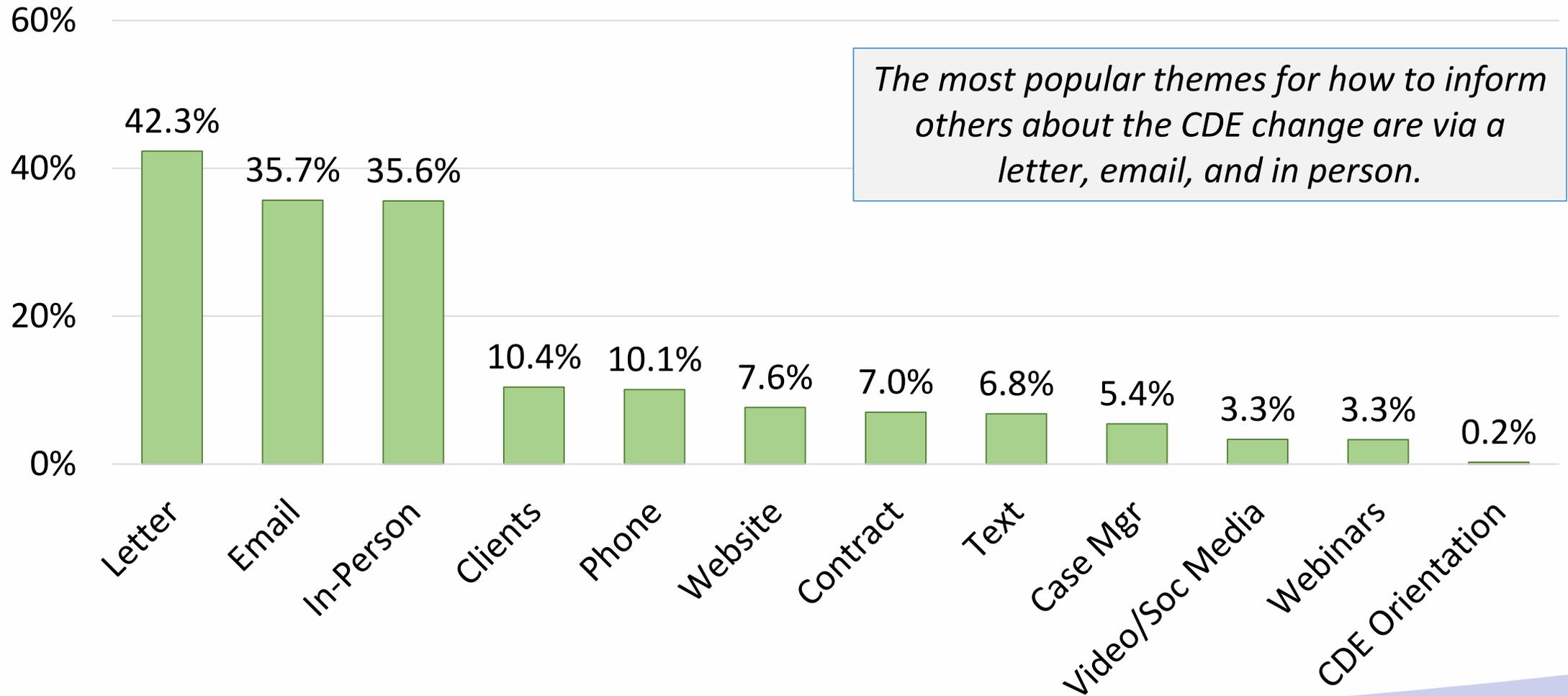
# What's needed to raise confidence?

- Themes from “other” reasons for lack of confidence (ranked high-low):
  - Generally feel uninformed
  - Historical experience
  - Communication / training
  - Timely payment
  - Technology / connectivity
  - Need specific info for live-in / parent providers
  - Unclear about impacts to hours / job / benefits

# When it comes to the CDE change, I feel...



# Top themes: How to inform clients and IPs



# Recommendations and Next Steps

# Recommended Action Plan

- Specifically connect IPs to CDE GovDelivery email list
- Share details as they become known
  - Implementation approach and timing (incl. pilot)
  - Decision regarding EVV for live-in providers
  - Details about training approach for the CDE change
  - Service Coordinator support model once hired by CDE
- Hold statewide “roadshow” with CDE vendor
- Reinforce messages about what’s not changing

# Next Steps

1. Share these results broadly
2. Integrate recommended action items into project work activities
3. Share plans, strategies, and specifics as they become known
4. Continue executing readiness strategy
5. Perform next readiness assessment in 6-9 months
6. Compare results and adjust readiness activities accordingly

Thank you