



# Welcome





# How to Enroll

## Consumer Direct Care Network South Dakota





**Who we are...**





# Mission

To provide care and support to people in their homes and communities

# Vision

To help people live the life they want

# Values

Respect, Integrity, **Service**, **Excellence**

# Experts In Self-Directed Services

**We are the largest, most experienced provider of self-directed services in the nation.**

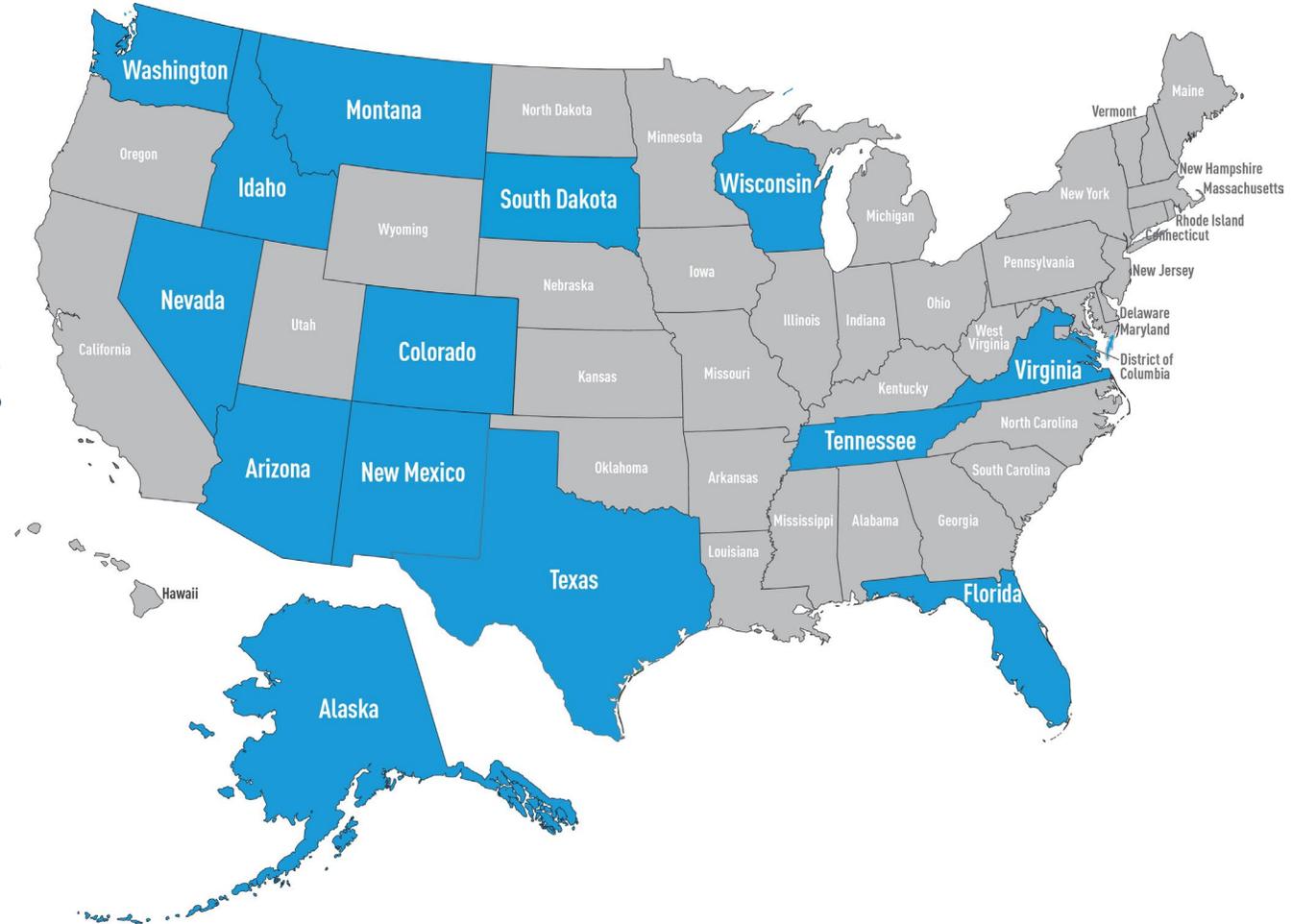
- ❖ Participant-focused customer service
- ❖ Experienced, collaborative partner with all interested parties
- ❖ Reliable, easy-to-use technology
- ❖ Long-standing and stable leadership team

## **What We Do:**

- ❖ South Dakota office in Sioux Falls. Remote staff presence in Rapid City, Aberdeen, Brookings, and Watertown
- ❖ Service delivery experience in urban and rural communities
- ❖ Tools designed just for self-direction

# Consumer Direct Experience and Trust

- ❖ Consumer Direct Care Network South Dakota (CDSD) is part of the larger Consumer Direct Care Network.
- ❖ Over 30 years' experience supporting home care services
- ❖ Serving 94,000 Participants and 112,000 Caregivers around the country
- ❖ Serving 14 states





# Transition Information

# Preparing For an Easy Transition

## ❖ LifeQuest Participants/Designated Representative –

- Gather your employee's phone numbers and email addresses
- Be able to confirm authorized services and pay rates

## ❖ Note: Only LifeQuest Participants are transitioning to CDSD at this time.

Participants with Volunteers of America, LifeScape, Dakota Milestones, or Center for Independence will transition to CDSD later in the fall.



# Preparing For an Easy Transition

## ❖ Employees – you will need to provide:

- Acceptable identification documents to complete the I-9\* (like U.S. Passport, State ID, etc.). These documents will need to be provided to your Participant or Designated Representative
- A voided/blank check or direct deposit information form if you would like your check deposited into a bank account
- If you live in a state other than South Dakota, be prepared to fill out your state's tax withholding election form
  - Note: Does not apply to employees living in North Dakota or South Dakota



\*Note: See appendix for longer list of acceptable documentation

# Employee Identification Documents for I-9

Employees can present either one document from List A or a combination of one document from List B and one document from List C. **This list is not exhaustive. These are just a few examples.** For a more options, use this link: <https://www.uscis.gov/i-9-central/form-i-9-acceptable-documents>

List A	OR	List B	AND	List C
<ol style="list-style-type: none"><li>1. U.S. Passport or U.S Passport Card</li><li>2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)</li><li>3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa</li><li>4. Employment Authorization Document that contains a photograph (Form I-766)</li></ol>		<ol style="list-style-type: none"><li>1. Driver's license</li><li>2. ID card issued by state, federal, or local government</li><li>3. Native American tribal document</li><li>4. School ID Card</li><li>5. Voter's registration card</li></ol> <p><b>Or, for persons under age 18 who are unable to present a document listed above:</b></p> <ol style="list-style-type: none"><li>6. School record / report card</li><li>7. Clinic, doctor, or hospital record</li></ol>		<ol style="list-style-type: none"><li>1. A Social Security Account Number card</li><li>2. Original or certified copy of birth certificate</li><li>3. Native American tribal document</li><li>4. U.S. Citizen ID Card (Form I-197)</li><li>5. Employment authorization document issued by the Department of Homeland Security</li></ol>

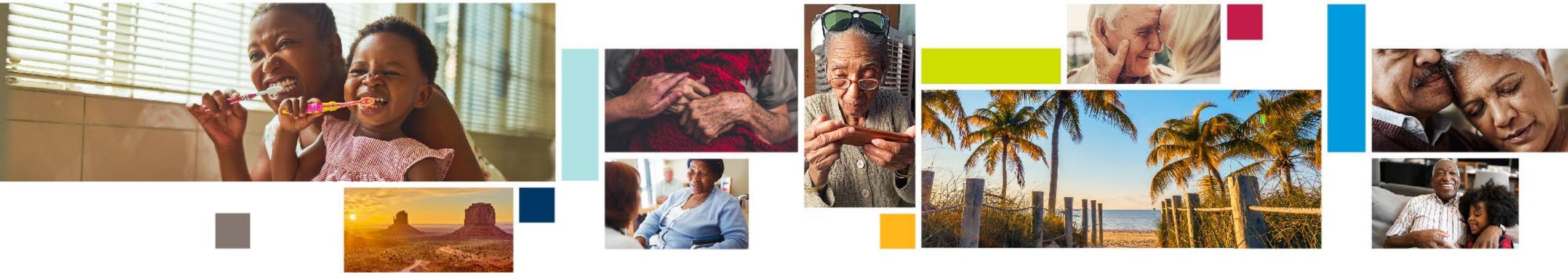
# What to Expect

- ❖ A welcome email went out to LifeQuest participants on 07/22/2024
- ❖ A CDSD representative will call each participant to review contact information, employee information, services, and pay rates
- ❖ After the phone call, participants will receive their enrollment packet via email from DocuSign



# What to Expect

- ❖ Employees will also receive an enrollment packet via email from DocuSign
- ❖ After the employee completes their portion of the packet, DocuSign will send an email to the participant to complete their portion of the employee packets
  - ❖ Participants will need to verify the employee's I-9 documents and sign documents in the employee packet
- ❖ CDSO will run background checks on employees after they complete their enrollment packets



# What to Expect

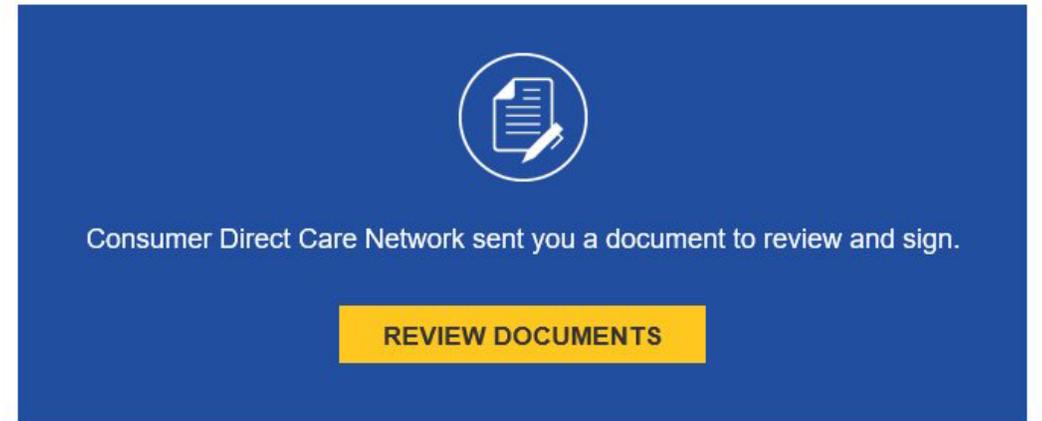
- ❖ After CDSD processes the packets, participants and employees will receive an "Okay to Work" email with instructions to activate their DirectMyCare.com portal account
- ❖ Employees can then practice submitting test shifts in the CareAttend mobile application and/or DirectMyCare.com portal
- ❖ Participants can also practice approving test shifts
- ❖ First time submission CDSD will begin on 08/25/2024 for LifeQuest participants



# How to Enroll with CDS

## ❖ CDS will begin emailing enrollment packets the week of July 22 to participants and their employees.

- The participant and the employee each receive a packet in a separate email.
- These packets are completed electronically.
  - Click “Review Document” and DocuSign will walk you through each step.
- If you need your packet resent, please email [InfoCDS@ConsumerDirectCare.com](mailto:InfoCDS@ConsumerDirectCare.com).
- DocuSign instructions are posted on our website: [ConsumerDirectSD.com/Training-Materials/](http://ConsumerDirectSD.com/Training-Materials/)



Consumer Direct Care Network  
[InfoCDS@consumerdirectcare.com](mailto:InfoCDS@consumerdirectcare.com)



# Questions

- ❖ **When can I expect my enrollment email?**
  - ❖ First, CDSO needs to verify participant data with the Family Support Coordinators
  - ❖ Phone calls will be made to participants after information is verified with Family Support Coordinators
  - ❖ If you have not received a phone call from CDSO yet, we are still in the process of working with your Family Support Coordinator. We appreciate your patience.
  - ❖ If you've spoken with a CDSO representative and believe your packet was initiated:
    - ❖ Make sure the email didn't get sorted into a spam folder.
    - ❖ Email [InfoCDSO@consumerdirectcare.com](mailto:InfoCDSO@consumerdirectcare.com)
    - ❖ Include your email address, full name, and date of birth



# Questions

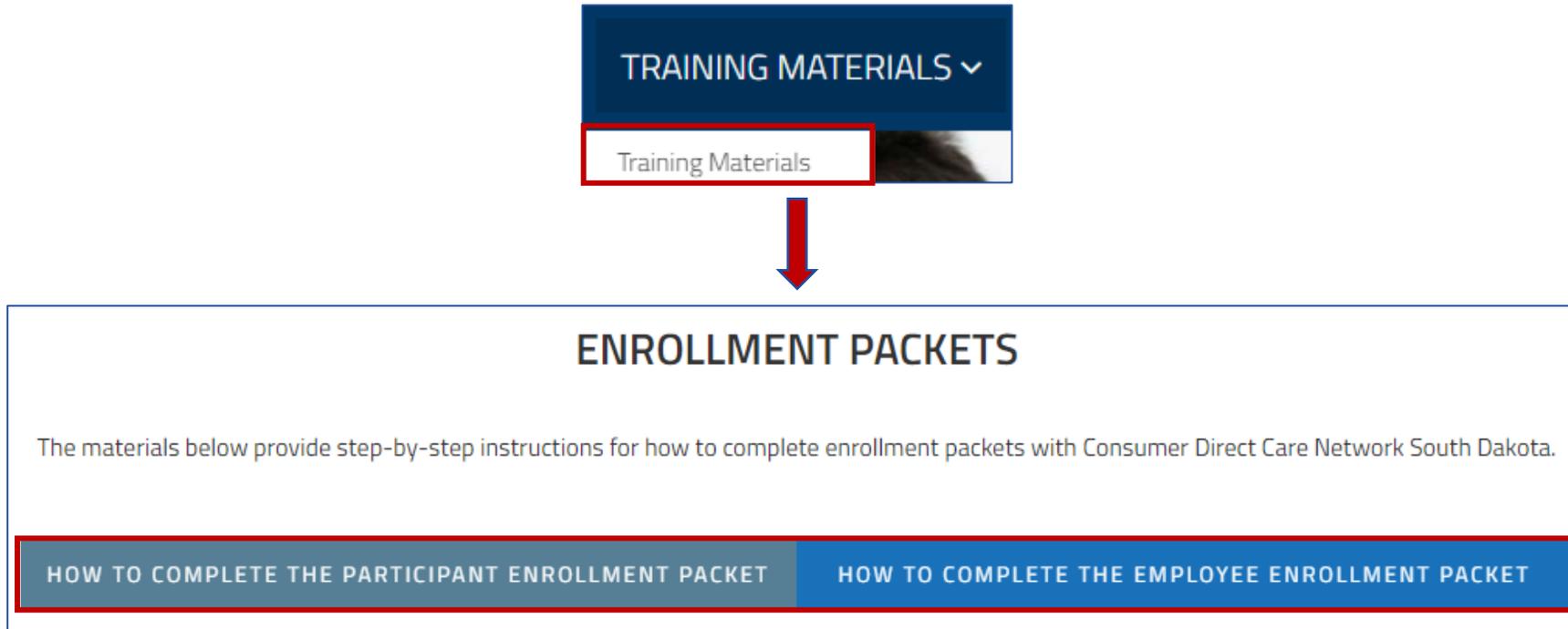
- ❖ **What number will I receive a phone call from?**
  - ❖ CDSO's phone number 888-535-2010
  - ❖ Please add CDSO's phone number to your contacts so you are familiar with our number when we call
- ❖ **What steps do I take to enroll after I receive my email?**
  - ❖ Click "Review Document" in the email message to start the DocuSign process.
  - ❖ Fill in all required fields, electronically sign, and click "Finish."



# Training Resources

**We have tutorials on the CDSD website to help you with enrollment packets.**

- ❖ Select "Training Materials" at the top of any page on consumerdirectsd.com
- ❖ Click on either the Participant or Employee packet for step-by-step instructions.



# In-Person Support

**DDD and CDSO are hosting a statewide Agency with Choice tour the week of August 12<sup>th</sup>.**

- ❖ This tour gives Family Support 360 participants and families the opportunity to meet in person with CDSO.
- ❖ At each session, DDD and CDSO will give a short presentation followed by a Q&A session.
- ❖ After that, you'll have the opportunity to receive live enrollment support from CDSO representatives.

## Need Additional in-person support?

- ❖ Call CDSO at 888-535-2010 and we can coordinate in-person assistance at our Sioux Falls office or in the community as needed.

Dates, Time, & Locations	
Monday, August 12th, 6 PM CT	<b>Sioux Falls</b> Wegner Health Sciences Library 1400 W 22nd Street
Tuesday, August 13th, 6 PM CT	<b>Aberdeen</b> K.O. Lee Aberdeen Public Library 215 4th Avenue SE
Wednesday August 14th 6 PM CT	<b>Pierre</b> River Cities Public Transit 1600 E Dakota Avenue
Thursday, August 15th 11 am MT	<b>Spearfish</b> S. D. Department of Labor 120 Industrial Drive, Suite 8
Thursday, August 15th 6 pm MT	<b>Rapid City</b> Game, Fish and Parks Outdoor Campus 4130 Adventure Trails

# Get Ready For the Transition

- ❖ Visit [ConsumerDirectSD.com](http://ConsumerDirectSD.com) for the most up to date information.
- ❖ Please look for our name or logo in your email inbox or mailbox.



- ❖ Make sure to mark our email address as a safe sender.

**[InfoCDSD@ConsumerDirectCare.com](mailto:InfoCDSD@ConsumerDirectCare.com)**

# Thank you!

## Contact Info

Phone: **1-888-535-2010**

Email: **[InfoCDSD@ConsumerDirectCare.com](mailto:InfoCDSD@ConsumerDirectCare.com)**

Website: **[ConsumerDirectSD.com](http://ConsumerDirectSD.com)**

