

GetCare Info/Q&A Sessions

July 14, 2021 & July 16, 2021



Seattle
Human Services
Equity • Support • Community



Agenda

- Welcome!
- What is GetCare and how do we use it?
- What is changing and why?
- Your support team and other resources
- Timeline
- What comes next
- Questions?

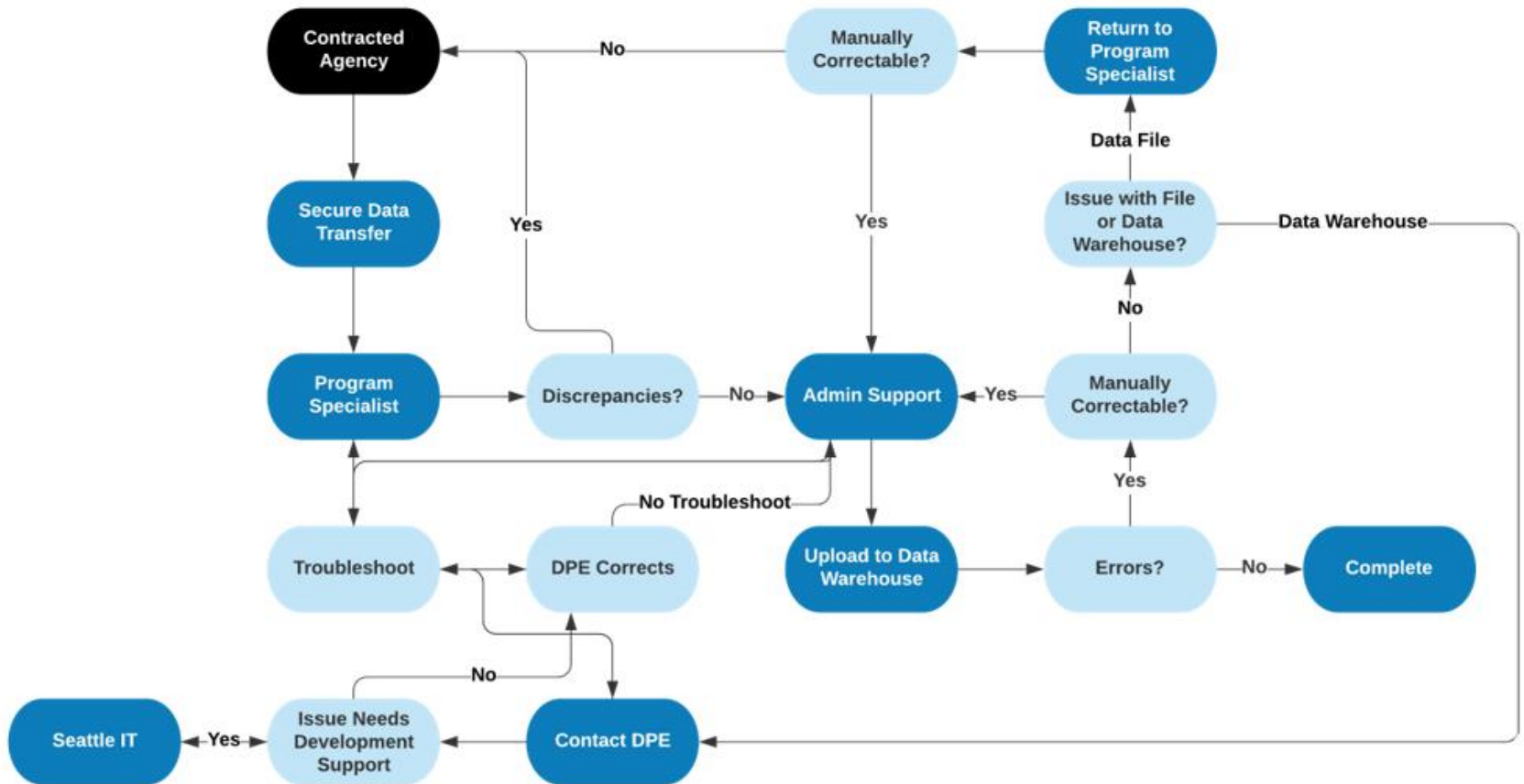
What is GetCare and how do we use it?

- Cloud-based client management platform
- System of record for State & Federal reporting
- ADS enters some data directly; most data uploaded annually
- All other WA State AAAs enters data directly in GetCare (at least monthly).
 - State pulls data from GetCare for federal reports, legislative requests and planning

Data collection: current process

- Data Warehouse is system of record for ADS
 - Providers submit data monthly in data files
 - Data uploaded from there to GetCare at least annually
 - Process to receive and integrate data is complex and time-consuming

Current ADS Data File Workflow



What is changing?

- Federal reporting changes effective October 1, 2021
 - NAPIS > OAAPS
 - Current process (data files) is not compliant
 - Making it compliant = overhaul of process and data systems
 - Huge lift for ADS and agencies, increase data administration staff time ongoing
- State has mandated GetCare use
 - 2020 plans delayed by Covid, scaled back to only TCARE and Kinship
 - Would likely still need to make this transition in future

New process

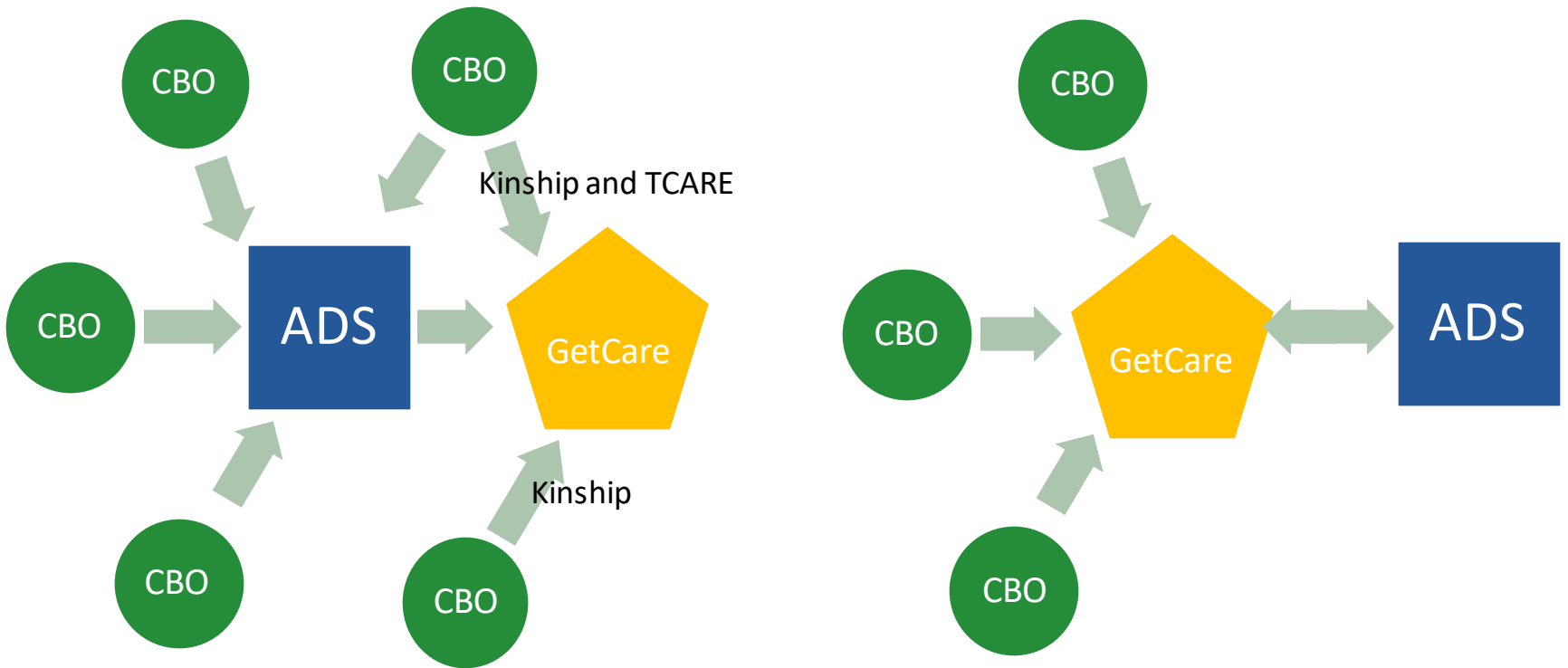
- Contracted providers will transition to direct GetCare entry starting October, 2021
 - Applies to all Older Americans Act-funded services
- Monthly reporting, same info as now
 - Client profile and demographics, program participation (enrollment), units of service provided, any program-specific info (for example: IADLs/ADLs)
- Once fully transitioned to GetCare, data files no longer required

New process continued

- Add brand new clients only
 - Most clients already in GetCare through upload or direct entry
 - Clients only need to be added once, by any agency
 - Data is shared across the network
- Likely no change to monthly invoice
- Monthly Report form may change
- Access to reports from GetCare

Present

Future



Service Areas moving to direct entry

- Community Living Connections
- Family Caregiver
- Kinship Caregiver
- Transportation
- Nutrition (Congregate and Home-Delivered)
- Adult Day Services
- Health Promotion
- Legal Services

Network Impacts

- 32 provider agencies
- ~110 estimated additional GetCare users
 - ~60 users were brought on with Kinship and TCARE
- Data collected in a different way
 - Possible impacts to monthly report forms, invoicing, data files, agency data systems, staff workflow, training

Your support team

- Your ADS Program Specialists
 - First stop for program questions, support for monthly reporting
- Trainers (Jungmin, Amanda, 2 more coming soon)
 - Run training sessions, answer how-to questions in GetCare including login issues
- Sarah
 - Coordination at ADS and with the state, resource for technical questions

Other transition resources

- Trainings and training recordings
- Written guidance
 - GetCare Help Library: wacdc.org
 - CLC Provider Portal:
<https://www.communitylivingconnections.org/provider-portal/>
 - Aging and Disability Services Website:
<https://www.agingkingcounty.org/>
- GetCare Transition website: launching soon!

Implementation Timeline

June	July	August	September	October	November	December
<p>Phase 1: Data and system planning User Licensing Hire and onboard 2 trainers</p>						
		<p>Phase 2: GetCare Orientation Sessions Program-Specific Training Sessions Data and system planning continues</p>				
			<p>Phase 3: (continue through 2023) Launch and Post-Launch Continue Training Sessions, Technical Assistance Service Recording and Reporting Support</p>			

Implementation Timeline

- July-August
 - Identify GetCare users and assign credentials
 - Identify agency data process impacts
- August-September
 - GetCare Login Support and Platform Orientation
 - Address agency data process impacts
- September-October
 - GetCare Service Recording training by program
 - Launch and Post-launch support

Challenges

- Major change on a compressed timeline
- Scope and diversity:
 - Process, systems and support needs vary by agency and program
 - 32 agencies, 40+ contracts
- Capacity is limited (ADS and network)

Opportunities

- Shared client management platform across network
 - May alleviate duplicate entry, ease interagency referrals
- Ease pressure on outdated ADS data systems
- Decrease time on data file process management
 - Frees up time for technical assistance and program support
- Agency access to data reporting from GetCare

Next Steps

- Respond to training survey
 - <https://forms.office.com/g/d4hbA0bPH5>
- Data Systems survey link coming soon
 - Fill out once per agency
- ADS will reach out to:
 - Determine your user list
 - Provide answers to questions from both Info Sessions
 - Provide additional training info and schedule
 - Provide a link to transition website
- Contact your ADS program specialist with any questions or concerns.

Thank you!!



Questions?