



Home Study and WA CAP Training

Regional Licensing and CPAs

Workforce Development Team

Original Date: September 1st, 2023

Licensing Division | Approved for distribution by Jesse Byrd, Workforce Development Lead Coordinator

www.dcyf.wa.gov



Introduction



Welcome!



WDT Training Team and Guest Presenters

Introductions

- Name and CPA
- Role
- Time with your agency
- Confidence with WA CAP





Housekeeping & Etiquette



Use of
Technology



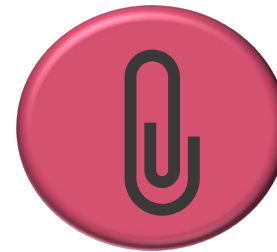
Be Present
and Engaged



Breaks and
Lunch



Parking lot



Handouts and
Materials

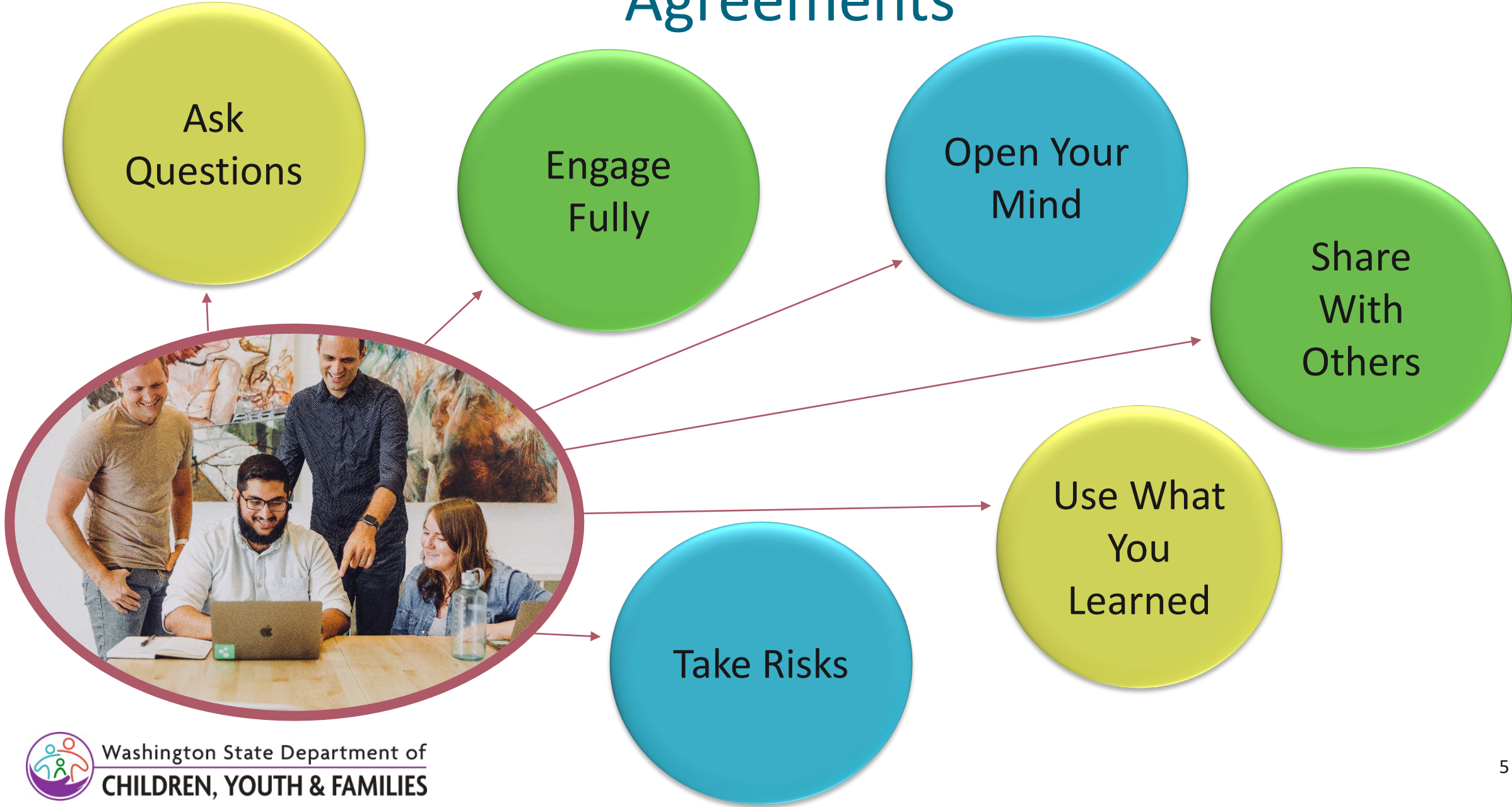


Covid-19
Protocols

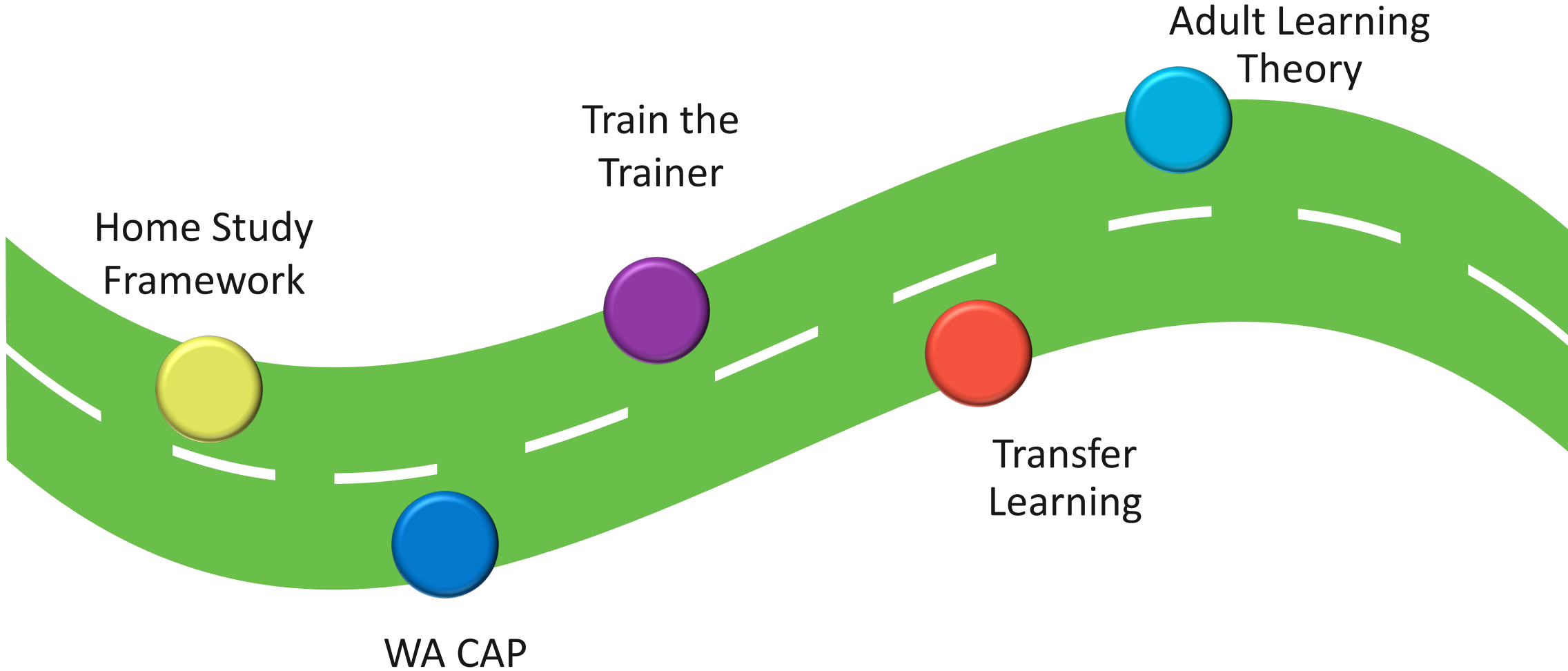




Agreements



Where are We Going?



WA CAP Application Process



Ease of reviewing application

More critical awareness

Time Savings

Home Study Guide

Sourcing from Applicant side



Learning Objectives

Permanency Purpose

- Develop an understanding of the three different types of permanency and how they support child and youth outcomes

Equitable Assessments

- Gain an understanding about the role of racial equity, implicit bias, self reflection, and critical thinking in the new Home Study

Strength Based Focus

- Develop an understanding of how critical thinking supports safe and healthy placement for children and youth

WA CAP

- Gain an understanding of how the new Home Study implementation will intersect with the roll-out of the new WA CAP system





What is a Power User?

By definition, Power Users are:

Active
proponents
of WA CAP

Users who
CPAs and
Applicants
regularly go
to for
assistance or
support

Users who
are available
to support
CPA staff and
Applicants

Users who
are in the
system on a
consistent,
recurring
basis

Champions
who will
support CPA
staff and
Applicants in
learning and
navigating
WA CAP





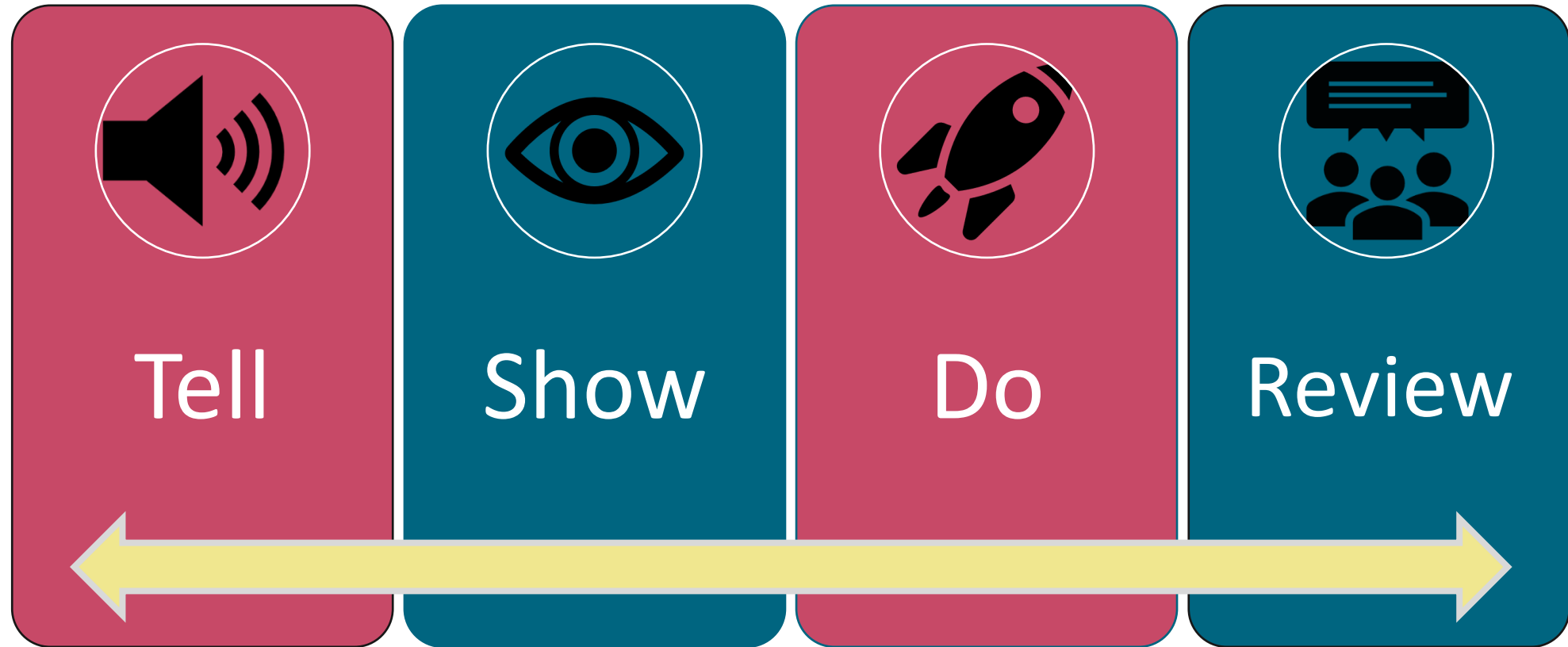
What to expect



Think about how frustrating it is when you call customer service and you get bounced around from person to person.



Train the Trainer



Applied Learning Styles

Visual

Provide lists or visuals that map out the required steps.

Auditory

Discuss the task or situation. Break down the task or problem.

Read/Write

Provide web links or share written materials that can be read and digested.

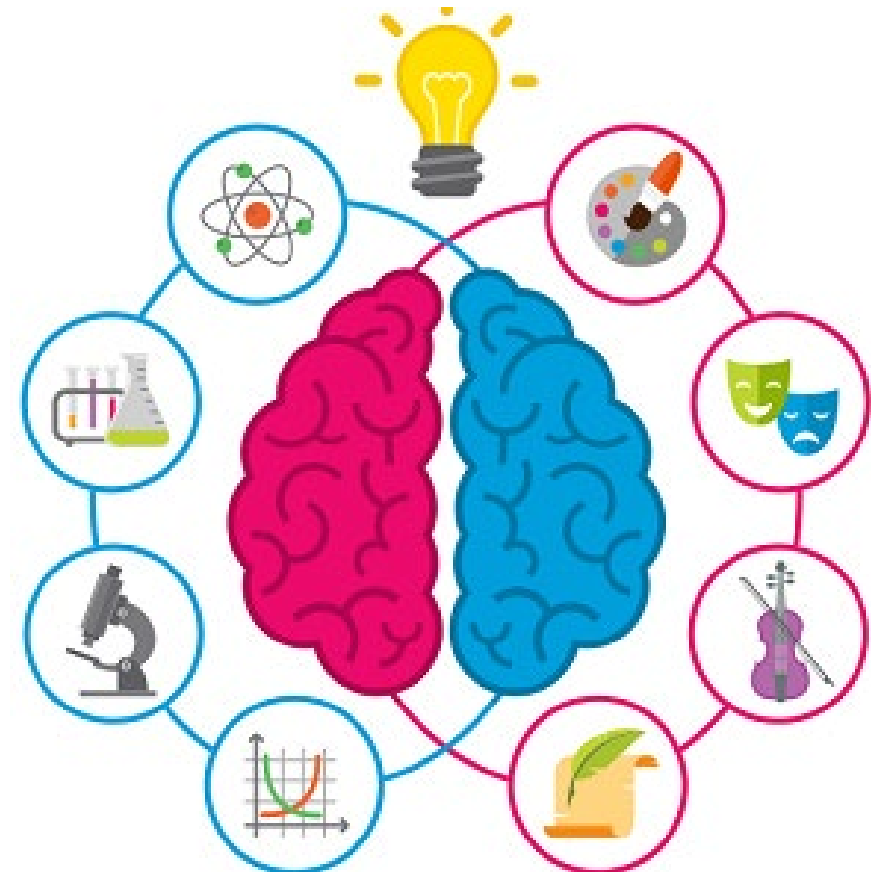
Kinesthetic

Practice steps toward the goal - via role-play or simulation when possible.



Reflection Activity

- What is your Learning Style?
- Are you able to recognize the different learning styles of the CPA staff that you work with?
- How can you support the different learning styles through this transition?
- What supports do you need?



Why the Change and Why Now?





Reunification message

First and primary goal for children - **safely reunite**

Ensure children are placed in safe homes

Home Study for all caregivers



Home Study



Equity

Consistency

Better outcomes





Growth Mindset



Break





Permanency

Legal
Cultural
Relational

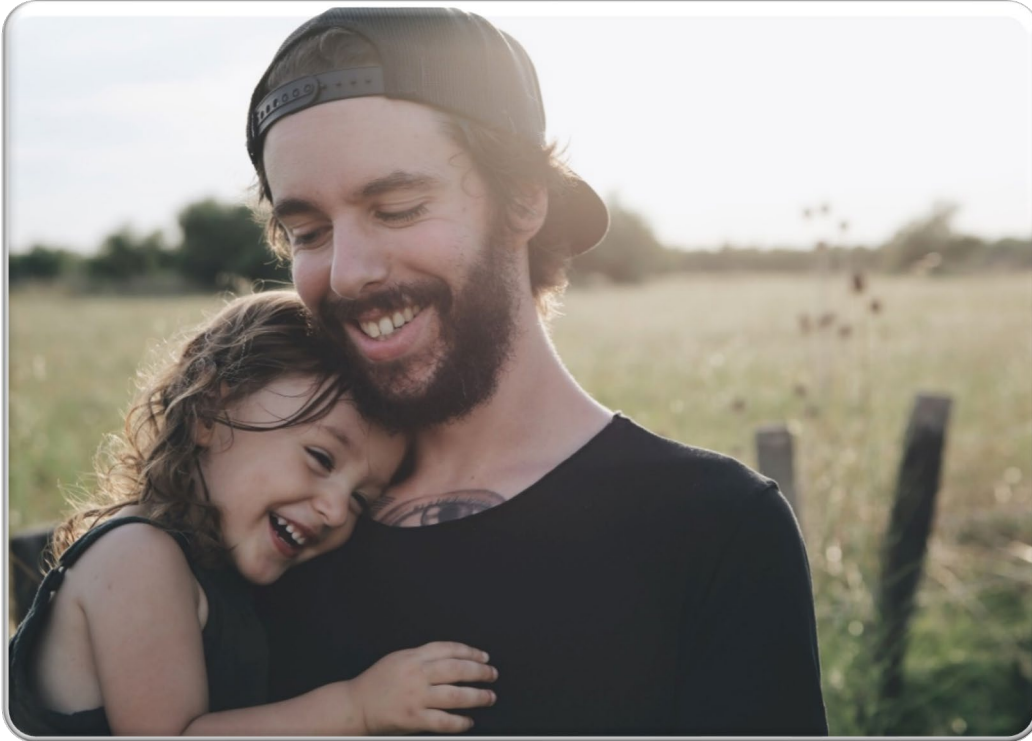


Legal Permanency



**Reunification
Adoption
Guardianship**

Relational Permanency



Relational permanency is a term describing emotional attachment between a child and caregivers, family members and kin.



Cultural Permanency

Cultural permanency is a term describing a **continuous connection** to family, tradition, race, ethnicity, culture, language, and religion.





Video





DCYF's Administrative RESJ Policy 6.01

For staff this may look like learning to recognize our individual biases, whether conscious or unconscious, participating in continuous learning related to RESJ and practicing cultural humility and regular self-reflection.

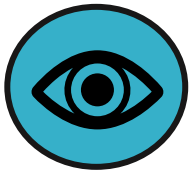


Shared Language and Concepts: Disproportionality and Structural Racism

Many factors may explain the evidence of disproportionality and disparity surrounding racial groups and low-income families in the child welfare system:



Correlation between poverty and maltreatment



Visibility or exposure bias



Limited access to services



Geographic restrictions



Child welfare professionals



Honoring Government to Government Relations

We also want to acknowledge our work with tribes and the unique ways cultural and legal permanency may be prioritized in indigenous communities.



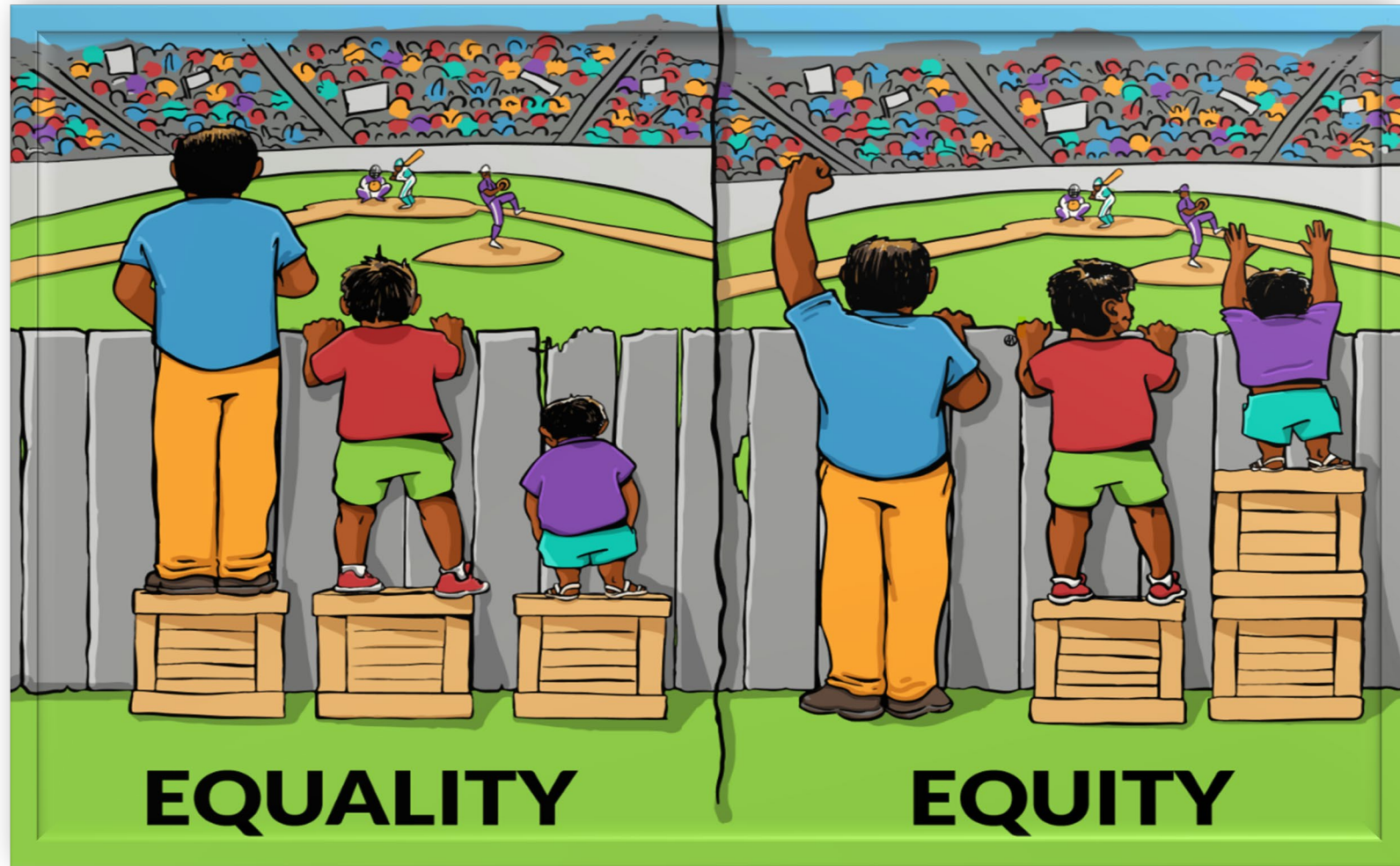
“Often times, home studies are conducted through the dominant culture lens.”

~ Tribal partner(s)

American Indian/Alaska Native children are still three times more likely to be removed by state child welfare systems than non-Native children. ~ICWA



Equitable Assessments





DCYF's Strategic Goals - Equitable Outcomes

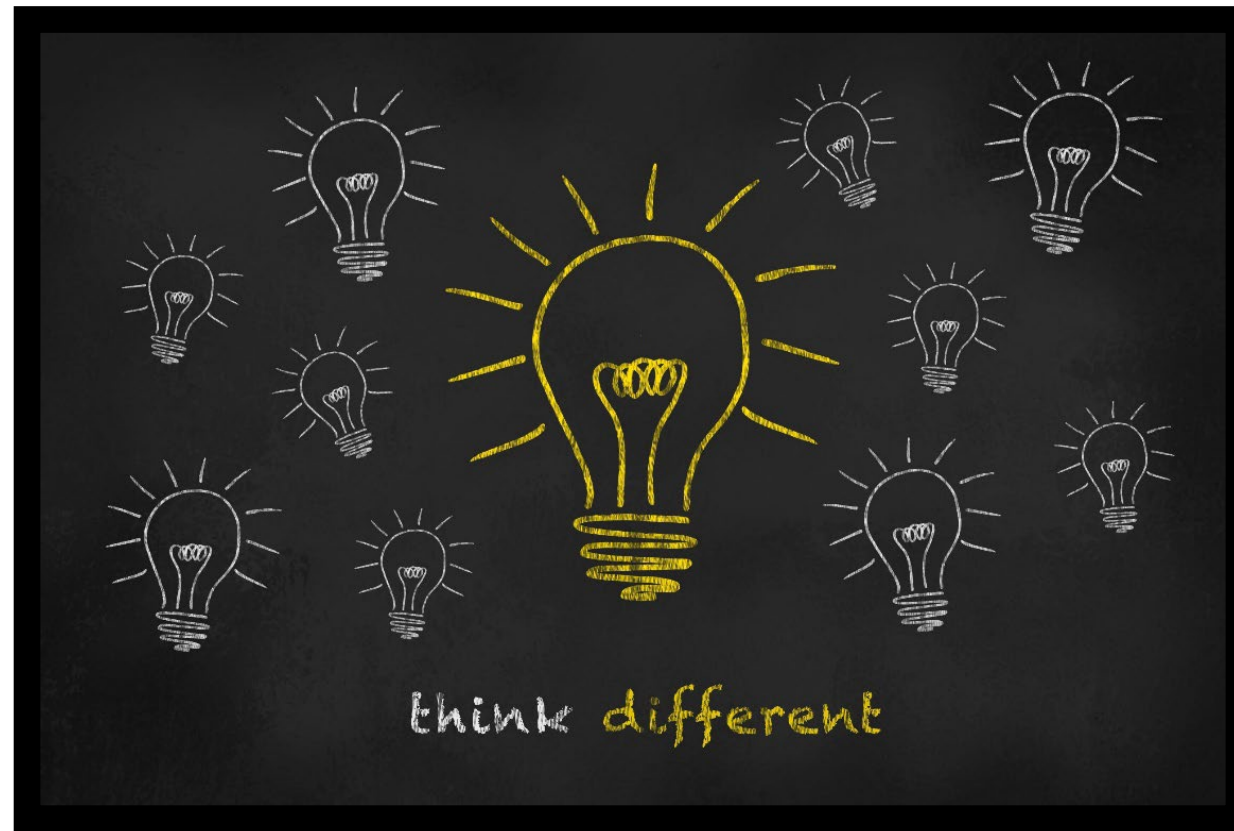
As a way to combat institutional and systemic racism, the agency has laid out a strategic plan. Two of the strategic priorities included in the plan are:

- Change the use of assessments in child welfare and juvenile rehabilitation where they are known to contribute to disproportionate outcomes.
- DCYF will stop using biased assessments that contribute to racial disproportionalities and will revise or replace them with tools that support positive outcomes for all communities.

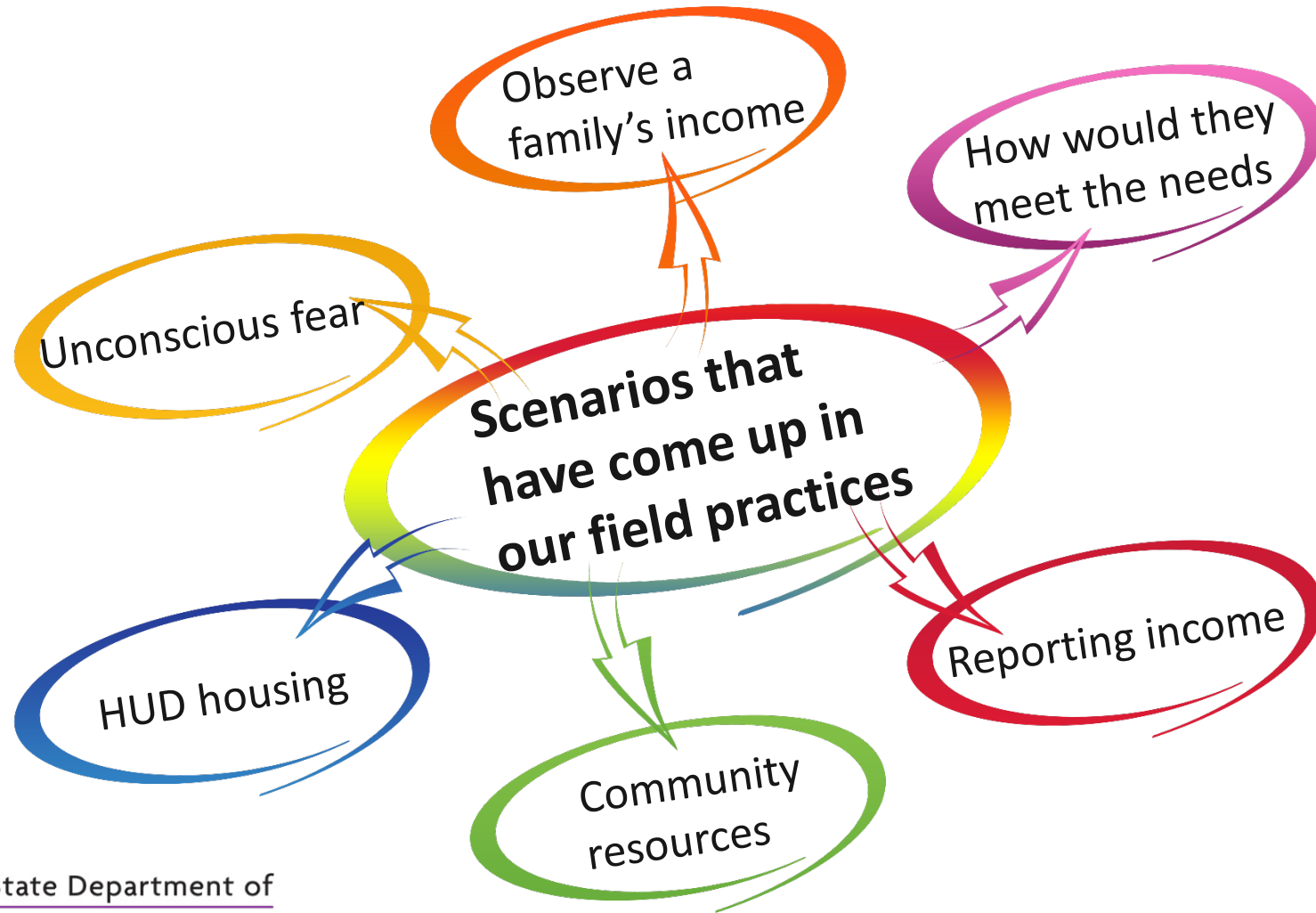


Implicit Bias

How does prejudice show up?



Example of Implicit Bias Showing Up in Our Practice



Self Reflection and Critical Thinking

Critical thinking is a vital part of how we approach our work and should be built into our processes and workflow.

Equally our colleague conversations, supervisor or management staffing's may open our perspective on the current events you are facing.



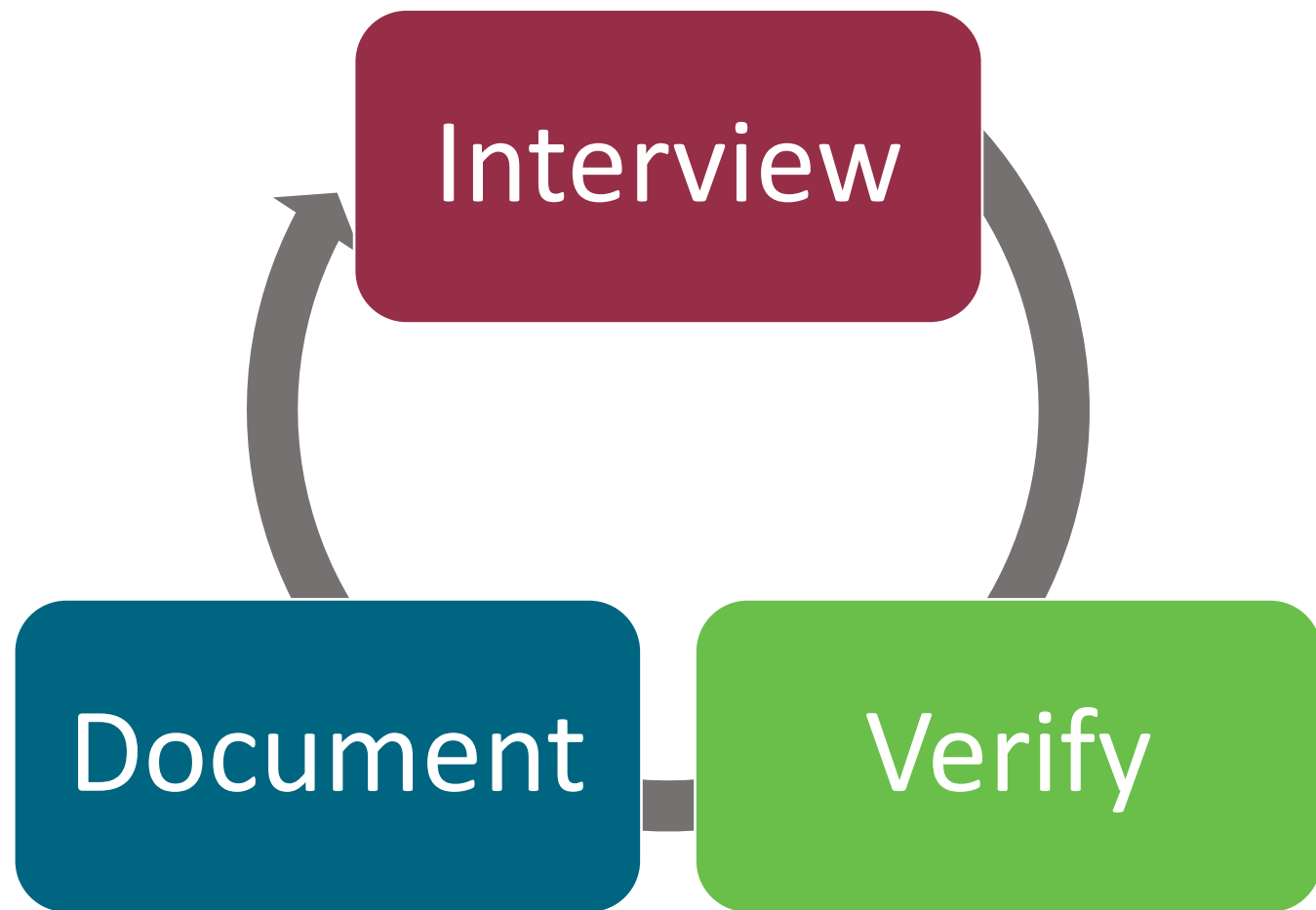
Tying It All Together



Lunch



Interview - Verify - Document





Interview



Verification



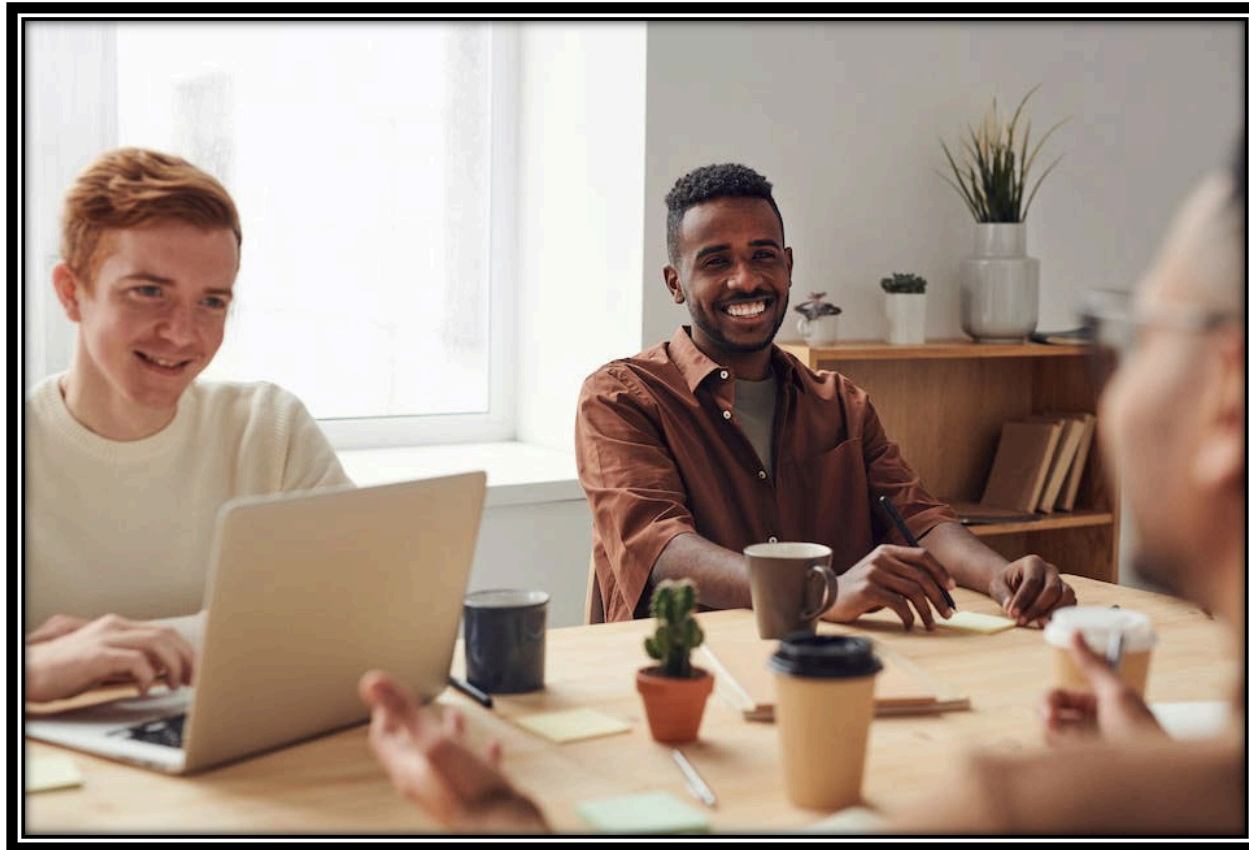
When you verify information, you are analyzing or checking the information you have gathered, to confirm or verify that what you have been told is possible or true.





Documentation

Documentation needs to be current and accurately reflect the conversations.



Strength-Based Focus

Strength-Based Focus is a **mindset** of looking for signs of health rather than signs of weakness.

It pushes us, as LD staff, to **think critically and creatively** about how to make a situation work.

A Strength-Based Focus **challenges each of us** to look at individuals differently.





Indicators

An indicator is a tool to identify potential areas that need additional information before finalizing a home study.

Identification: Most of the indicators have been incorporated into the new Home Study.

Expansion: Implementation of indicators to identify potential areas where additional information is needed or not needed before finalizing a home study.

Mitigation: These indicators have helped to inform and develop appropriate mitigation strategies into the new home study.

Indicators

The use of these indicators should:

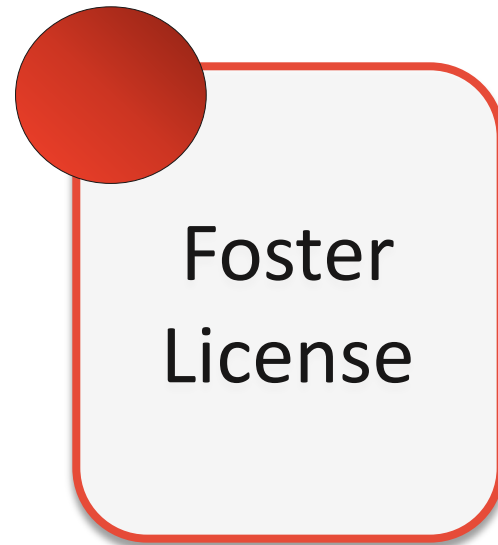
- Increase consistency
- Reduce subjective decision
- Identify inconsistencies



Foundational Licensing Tracks

As mentioned earlier today, the Home Study approach places the agency's emphasis on **relational and cultural permanency** while also **promoting legal permanency**.

For CPAs there are two foundational tracks:



Additional Tracks

Foster
Renewal
License

Kinship
Renewal
License

Foster
License
Expedited

Kinship
License
Expedited

Certified
Respite

Certified
Respite
Renewal

Quick Terms

Binti – Underlying software used for LD Foster Care

WA CAP – Washington Caregiver Application Portal

Applicant – A provider or prospective caregiver within WA CAP

Intake Family – Process of creating a provider in WA CAP

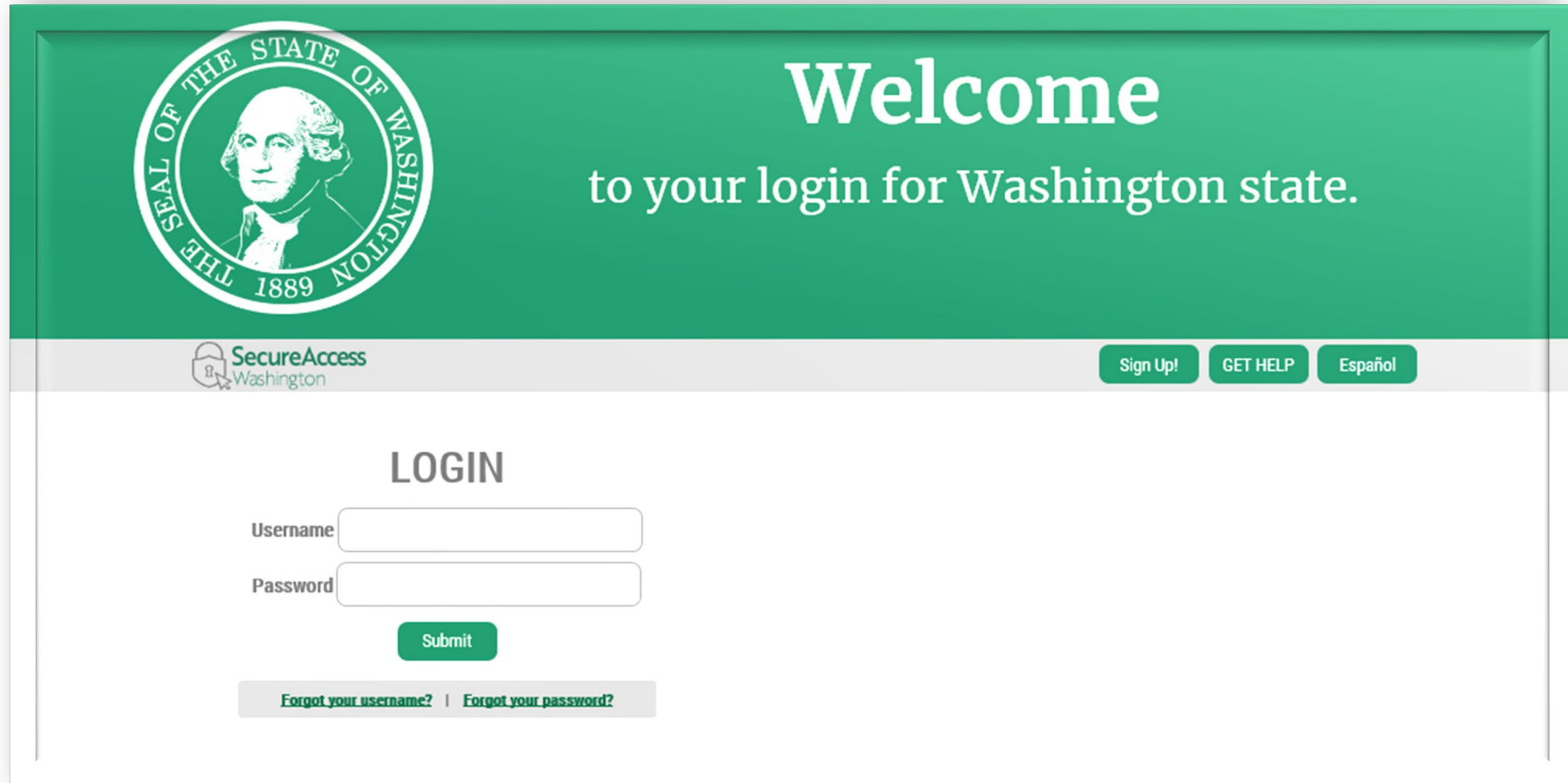
Drip Email – WA CAP automated emails sent to Applicant(s)


Case Notes – Documentation of any automated emails

Terms to
remember!



Secure Access Washington (SAW)



 **Welcome**
to your login for Washington state.

SecureAccess
Washington

Sign Up! GET HELP Español

LOGIN

Username

Password

Submit

[Forgot your username?](#) | [Forgot your password?](#)

Logging in

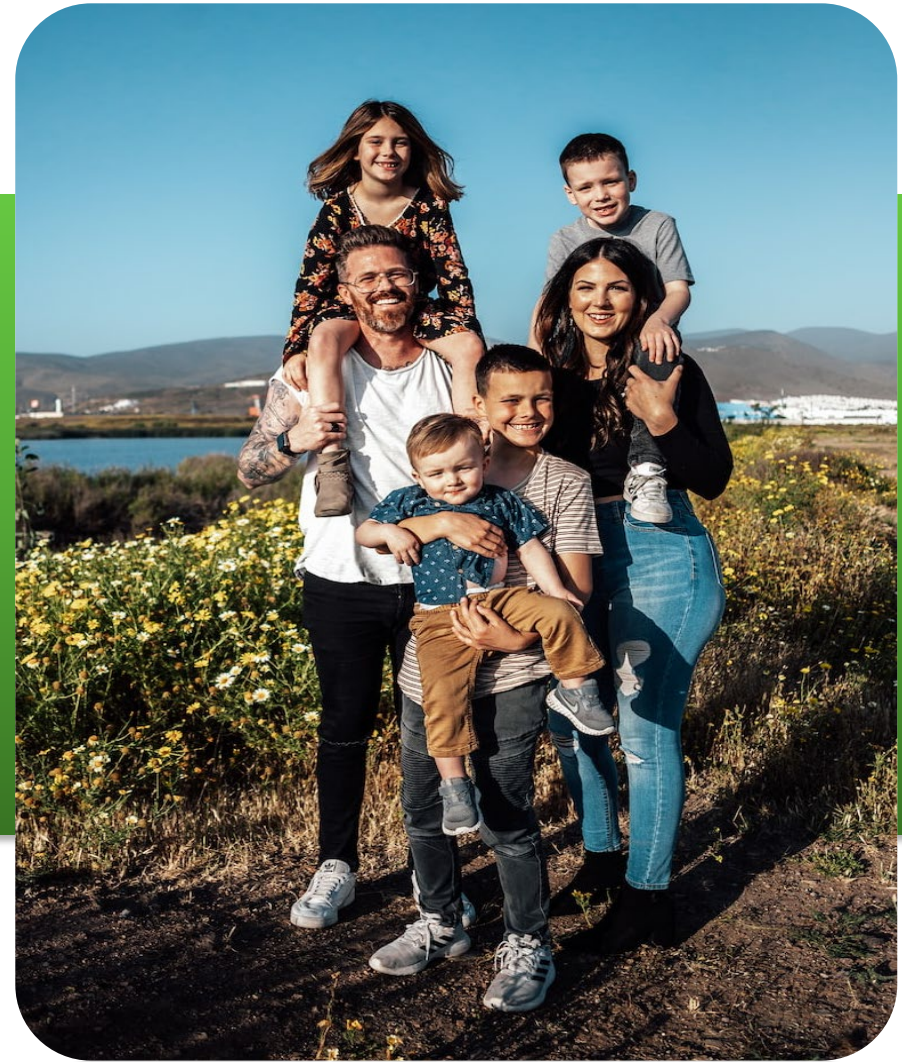


Break





DCYF Home Study Demo





Activity

Same



Different



Activity



Enjoy The Rest of Your Day!



Washington State Department of
CHILDREN, YOUTH & FAMILIES



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Regional Licensing and CPAs

Workforce Development Team

Original Date: May 23, 2023

Licensing Division | Approved for distribution by Jesse Byrd, Workforce Development Lead Coordinator

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Washington State Department of
CHILDREN, YOUTH & FAMILIES



Introductions

- Name
- LD Region or Private Agency
- What you're looking forward to most with WA CAP



Housekeeping & Etiquette



- Use of technology
- 2-3 breaks and a 30-minute lunch
- Be present and engaged
- Parking lot (thoughts and questions)
- Handouts and materials
- DCYF COVID-19 Protocols
- Pictures



Regional Licensing Workflows

This includes the Home Study Assessment, renewals and all maintenance work.



- Renewals
- Modifications, Amendments, and Changes in circumstance
- Over capacities and the no-referral process
- Revocations
- Licensing investigations and compliance agreements

Foster License – Process Map



In Process Maps, “Notify” refers to required communication between the CPA and LD staff.



Child Placing Agency *“Foster Care License Application”*



Starting the Application



Parent Agencies with multiple provider numbers will have a WA CAP page for each one.



Application Status

Application Status
Application status is currently "Applying"

Update status to *

Recruiting

Applying

Approved

Closed (Post Approval)

Denied

Recruiting Dropout / No Application Started

Recruiting

Withdrawn / Closed Pre-Approval

Update Status

“Recruiting” and “Applying”

Status	From Status	To Status	Status Change
Anna Enriquez		Applying	

This is another form of date stamping to identify different points in time throughout the process and tracking from application to completion.

Application Process



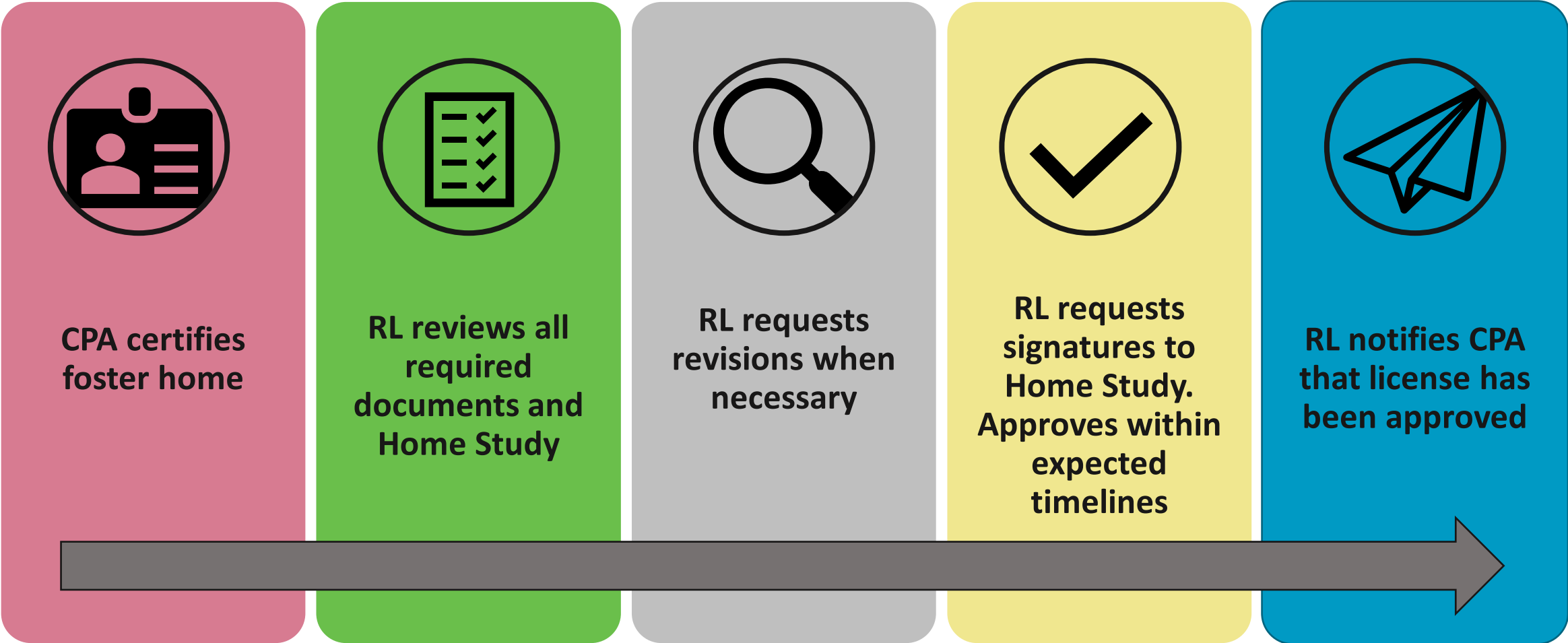
Once determined, CPA Licensors must notify RL of the specific requirements that cannot be exempted or waived.

Review Process

The review process will not change. CPA licensors will continue to “submit” the application packet to their own supervisor for review prior to submitting to the Regional Licensor for review.



Approvals



Break

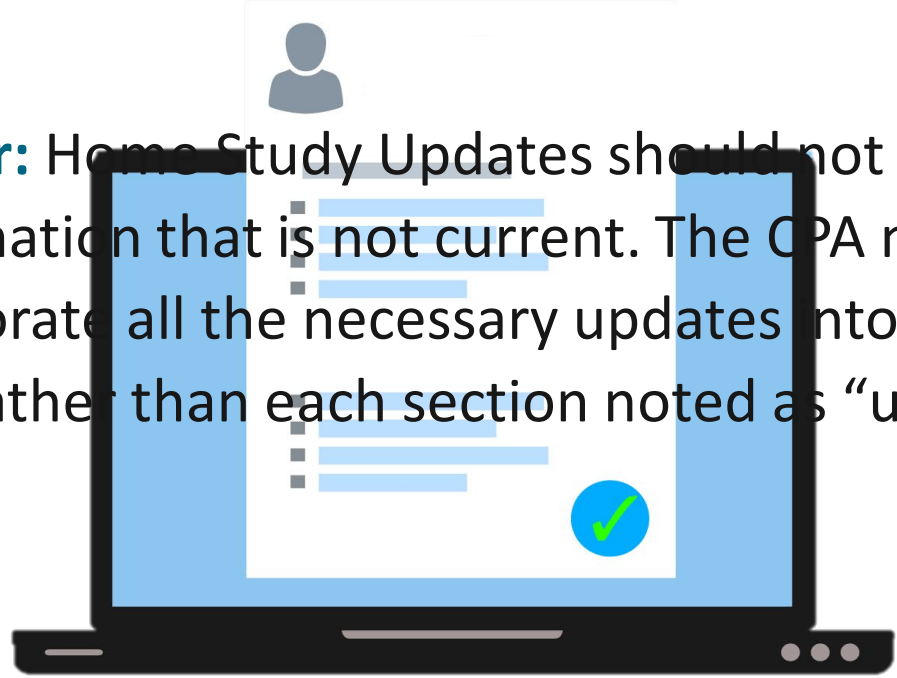




Policy 5130 Home Study Updates

If a request for an update is received, the Regional Licensor must review the request to determine if an update is needed.

Reminder: Home Study Updates should not contain information that is not current. The CPA must incorporate all the necessary updates into each section rather than each section noted as “update.”





Withdrawn Applications

- **CPA notifies RL of reason application needs withdrawn**
- **RL documents and withdraws applicant in both systems**
- **RL's assignment is closed in both systems and assigned to "Unlicensed-All Closed Provider"**



Withdrawing After Submission

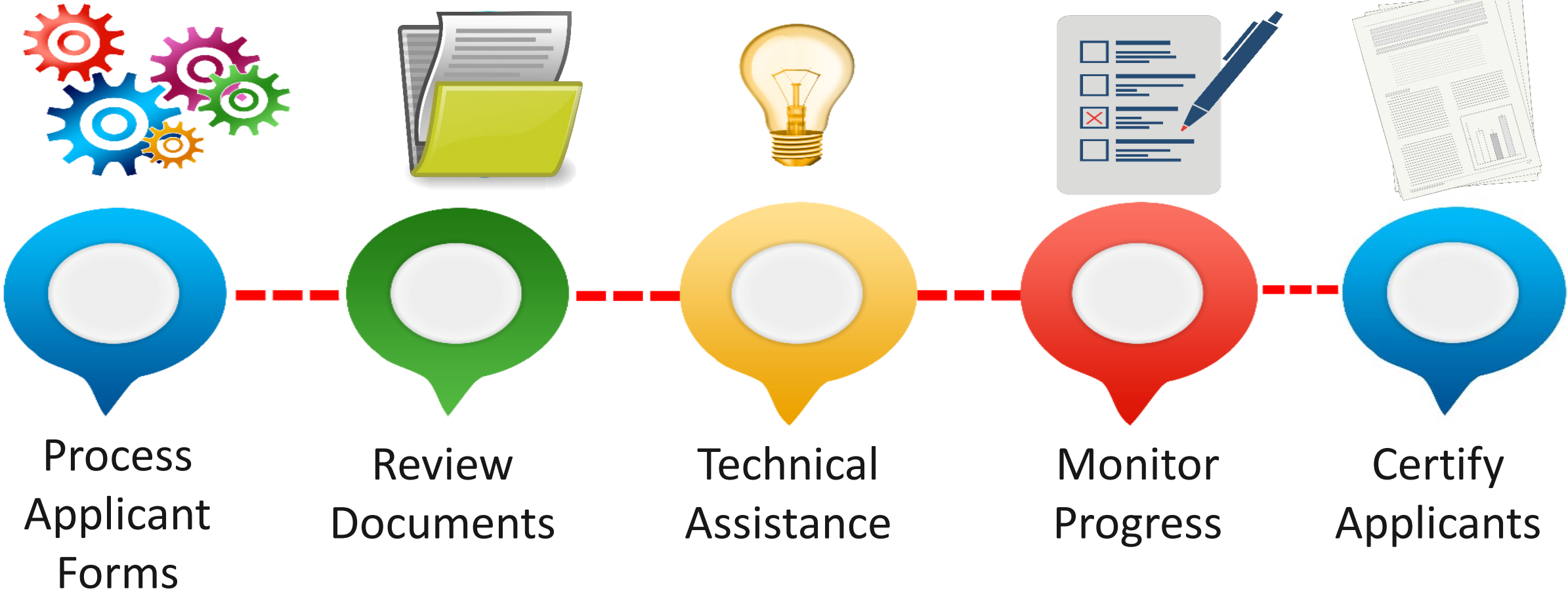
- ❖ All documents launched or started in WA CAP will be saved permanently in WA CAP
- ❖ CPAs may not delete any information from the home study form after it has been submitted to the RL for review
- ❖ Withdrawn or incomplete home studies that have been submitted to RL for review must be uploaded into WA CAP.



WA CAP



Technical Assistance





Learning Lab

**MAKE
THINGS
HAPPEN**



Lunch





Worker Side

family



Applications

The screenshot shows the Binti dashboard interface. At the top, there is a navigation bar with the Binti logo and several menu items: USERS, APPLICATIONS, INTAKE FAMILY, TRAINING, BACKGROUND CHECKS, COMPLAINTS, and REPORTS. Below the navigation bar, a welcome message reads "Welcome, Anna Enriquez!". A search bar is located on the right side of the dashboard, labeled "Search by name or family ID".

The dashboard is divided into two main sections: "Initials" and "Renewals".

Initials Section:

- Initials Case Load:** 719 Families (with a red arrow pointing to the number).
- Days Since App Signed:** 122 (90+ days) and 19 (61-90 days). A red exclamation mark icon is present above the 122.
- Days Since Child Placed:** 227 (Missing child placement info), 6 (90+ days), and 0 (61-90 days). A red exclamation mark icon is above 227, and a green checkmark icon is above 0. Below this section, it says "Great job!".

Renewals Section:

- Renewals Case Load:** 132 Families (with a red arrow pointing to the number).
- Upcoming Renewals:** 29 (Overdue) and 1 (Due next 60 days). Red exclamation mark icons are above both numbers.
- Upcoming Expiring Documents:** 39 (Renewals w/ expired documents) and 28 (Renewals w/ documents expiring soon). Red exclamation mark icons are above both numbers.

At the bottom of the dashboard, there is a footer with the Binti logo, a help message, and a "Chat" button (with a red arrow pointing to it). The footer text includes: "Need help? We're here for you! Visit our [Help Center](#), email us at help@binti.com, or chat with us in the bottom right. Check on Binti's site speed and status on our [Status Page](#). Binti uses state of the art encryption to keep personal information secure. Version: 16feae57 | Browser: Chrome (112.0.0) | [Terms of use](#) | [Privacy Policy](#)."

Applications

Applications

Filtered by: Worker assigned, Current Status, Application Type

RECRUITING (1) APPLYING (3) APPROVED (0) IN RENEWAL PROCESS (0) RECRUITING DROPOUT / NO APPLICATION STARTED (0) WITHDRAWN / CLOSED PRE-APPROVAL (0) DENIED (0) CLOSED (POST APPROVAL) (0) ALL (4)

Hide Columns ▾

Add Filters ▾

Family	Workers	Partner Agency Workers	Applicant Forms	Supporting Docs	References	Training Hours	BG Checks	Agency forms	Days since app signed	Days since child placed	
Abby Mae Hendrix & Daniel James Hendrix Avila	Anna Enriquez (Approvals), Matt Kirsch (Approvals)		42%	3%	1 / 4	0 / 86	0 / 6	3%	33 days (08/26/2022)	No child	Actions
Gerry General & GiGi General (No online access) (Family ID: 559000405) Other Adults: Otherp Adultry	Anna Enriquez (Approvals)		54%	0%	0 / 4	0 / 86	0 / 9	4%	75 days (07/15/2022)	No child	Actions



Applications

Applicant Data

Uriel Mendoza's DCYF Kinship License Application
(Applying)

Applicant Data Edit Application Change Application Status Edit References Edit Children in Home Documents Case Notes BG Checks Pre-approval Placements Training Logs Show in dashboard Transfer Application See Applicant View

Select the hyperlink or hover over the “Actions” hyperlink.

Note: Selecting the hyperlink with the applicant(s) name will land you in the Applicant Data page.



Intake Family

- **RL Intakes family into appropriate track**
- **Once CPAs launch, they will Intake their own Applicants**

The screenshot shows a web application interface with a blue navigation bar at the top. The navigation bar contains the following items: 'binti' logo, 'USERS', 'APPLICATIONS', 'INTAKE FAMILY' (highlighted with a red box), 'TRAINING', 'BACKGROUND CHECKS', 'COMPLAINTS', and 'REPORTS'. Below the navigation bar, the page title is 'New Intake Form for DCYF Foster Care License Application - Washington State'. The main content area is a form with the following sections:

- Application template:** A dropdown menu with the selected option 'DCYF Foster Care License Application - Washington State'.
- Application Data:** A section containing four text input fields:
 - 'Primary applicant first name *' (required field)
 - 'Primary applicant middle name'
 - 'Primary applicant last name *' (required field)
 - 'Suffix'

Applicant Data Tab



Applicant and Co-Applicant



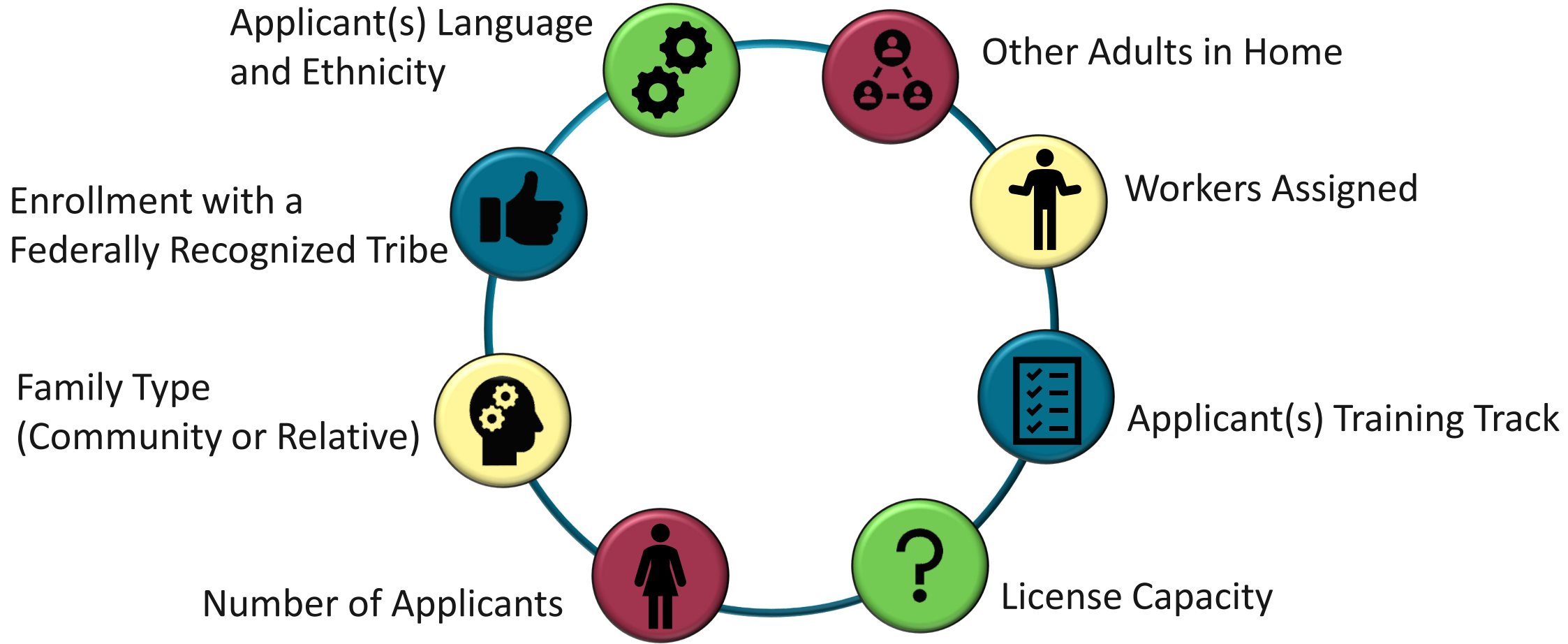
Household Information



Application Activity and History



Edit Application Tab



If any of the information from the application needs to be changed, have the applicant complete it on their end.

Change Application Status Tab

Application Status

Application status is currently "Recruiting"

Update status to *

- Recruiting
- Applying
- Approved
- Closed (Post Approval)
- Denied
- Recruiting Dropout / No Application Started
- Recruiting**
- Withdrawn / Closed Pre-Approval

Edit References Tab

Edit References

Ezekiel Jess Rice's DCYF Kinship License Application
(Applying)

References for Ezekiel Jess Rice

Please list the names, emails, and phone numbers of two people that have known you for at least two years and can serve as references. Preferably people who have knowledge of your experience caring for children, if household and want to use the same references for both applicants, enter the information once and inform your worker.

0 of 2 requests sent

First Name	Middle Name	Last Name	Suffix (e.g. Jr, Sr)	Email address	Phone number	Send Request
First Name	Middle Name	Last Name	Suffix (e.g. Jr, Sr)	Email address	Phone number	Send Request

References for Cassandre Karlie Tromp

Please list the names, emails, and phone numbers of two people that have known you for at least two years and can serve as references. Preferably people who have knowledge of your experience caring for children, if household and want to use the same references for both applicants, enter the information once and inform your worker.

0 of 2 requests sent

First Name	Middle Name	Last Name	Suffix (e.g. Jr, Sr)	Email address	Phone number	Send Request
First Name	Middle Name	Last Name	Suffix (e.g. Jr, Sr)	Email address	Phone number	Send Request

Edit Children in Home Tab

This is where you will add or remove children in the home.

Children present in the home who are not placed by your agency. This includes biological children, adopted children, children fostered via other agencies, and other minors in the home who need documentation for family approval.

To specify children placed by this agency before application approval, please [visit the family's Pre-Approval Placement](#).

Add Child





Documents Tab





Case Notes Tab

Author	Case Note Date	Case Note Type	Contact Method	Notes
Email user	05/03/2023 (logged 05/03/2023 at 09:00AM)	Case update	Email	Subject: Your Foster Care License expires in 30 days
Email user	04/03/2023 (logged 04/03/2023 at 09:00AM)	Case update	Email	Subject: Your Foster Care License expires in 60 days
Email user	03/04/2023 (logged 03/04/2023 at 09:00AM)	Case update	Email	Subject: Your Foster Care License expires in 90 days

Documentation of any drip emails will be noted under Case Notes tab. The specific drip email cannot be viewed, just the record that it went out.





BG Check Documentation

- **Child and Family Welfare History** – This is our FamLink check and is still required per policy.
- **FBI Check** – Required when applicant is pending for new license or if individual age 16+ has lived out of state in last three years.
- **In-State check** - This the WSP check. Per policy, workers complete them every three years at renewal.

Note: All three of these checks will be documented on **CPA Background Clearance Notification Form DCYF 23-037** for CPA to review clearance dates.

Pre-Approval Placements and Training Logs Tabs

Pre-Approval Placements

This page is a place to record placements of children with this applicant before their application is approved. To make a placement after the application is approved, you must use Binti's Placement Module.

Relationship for Abby Mae Hendrix

Is this caregiver associated with a child currently in care (e.g. a relative, fictive kin, or other relationship)?

Yes

No

Submit



Transfer Application Tab

The screenshot displays the Binti web application interface. At the top, there is a navigation menu with tabs for USERS, APPLICATIONS, INTAKE FAMILY, TRAINING, BACKGROUND CHECKS, COMPLAINTS, and REPORTS. Below this is a toolbar with buttons for Applicant Data, Edit Application, Change Application Status, Edit References, Edit Children in Home, Documents, Case Notes, BG Checks, Pre-approval Placements, Training Logs, Show in dashboard, Transfer Application, and See Applicant View. The main content area is titled 'Transfer Application to a Different Template' and contains a dropdown menu for selecting a destination template. The selected option is 'Amara - Foster Care License Application - Washington State'. A red box highlights the dropdown menu, and another red box highlights the 'Transfer Application' button below it. A red arrow points to the 'Transfer Application' button. At the bottom of the page, there is a footer with the Binti logo, a help message, and a chat button.



Break



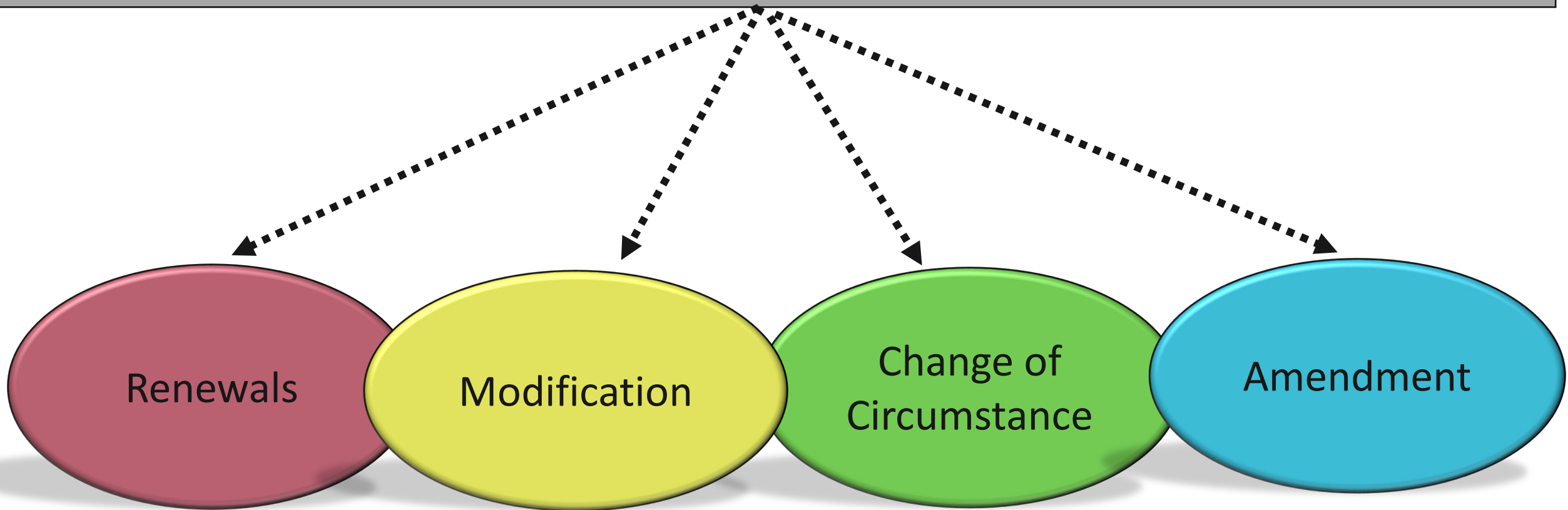


Worker Side Maintenance and Renewal



Process Map – Provider Maintenance

Proceed to correct Maintenance task



Automated Process

WA CAP will notify Applicant of upcoming renewal with a **drip** email.

90 Days Prior to License Expiration Date

RL and CPA Licensors Will Not Be Copied On Drip Email



The Renewal



Monitor applicant progress

Provide Technical Assistance

Document BG and FamLink Checks

RL Staff will complete applicable background check and Child and Family Welfare History check (FamLink check) for all household members. CPA Licensors will see results via the CPA Background Clearance Notification Form in WA CAP.

Applying with a New Agency

- Requires a new application with a new email address
- Temporarily creates a second applicant file
- Must chat Binti to merge files once license is approved



Licensing Investigations



CPA Foster Home Licensing Investigation Form will be initiated in WA CAP.



RL continues to document investigation in the FamLink Provider Action.



If there is a Compliance Agreement required, the Compliance Agreement will be done in WA CAP.



Holds and Overcapacities

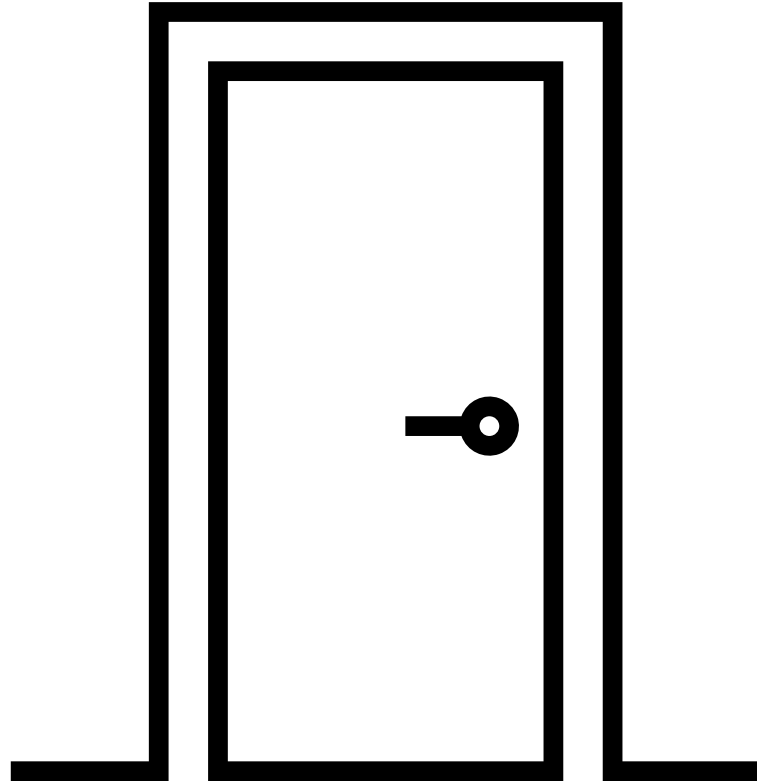
The “No Referral” is referred to as a “Hold” in WA CAP and is either voluntary or involuntary.



Holds and Overcapacities will continue to be completed outside of WA CAP using the current form and procedure



Closure Reasons



- Termination form no longer required
- Notify RL of request to close license with effective date and reason
- CPA staff assignments must be removed to maintain confidentiality for applicants pending legal action



WA CAP demo for renewal



Migration Process Map Performance Metrics



Regional Licensing Migration Plan

Now- May 12th	CPAs will need to complete and submit all pending work to RL by May 12th.
May 12th – June 11th	Obtain Renewal apps by June 5 th for Licenses expiring between June 5 th and July 13 th
June 12th – July 9th	Famlink Freeze (NO APPROVALS in Famlink)
July 10th	RL go LIVE (Famlink Freeze Ends)
Sept 12th	CPAs go LIVE



GO LIVE!

July 10th – Famlink Freeze ends and Regional Licensing goes live

- **Process backlog of new and renewal applications**
- **Intake pending apps into WA CAP**

Sept. 12th – CPAs go Live

- **Intake own new applicants into WA CAP**



Slowdown



- Do your best!
- Continue to engage Applicant(s)
- Practice in Demo
- Ask Questions

Terms and Definitions Activity

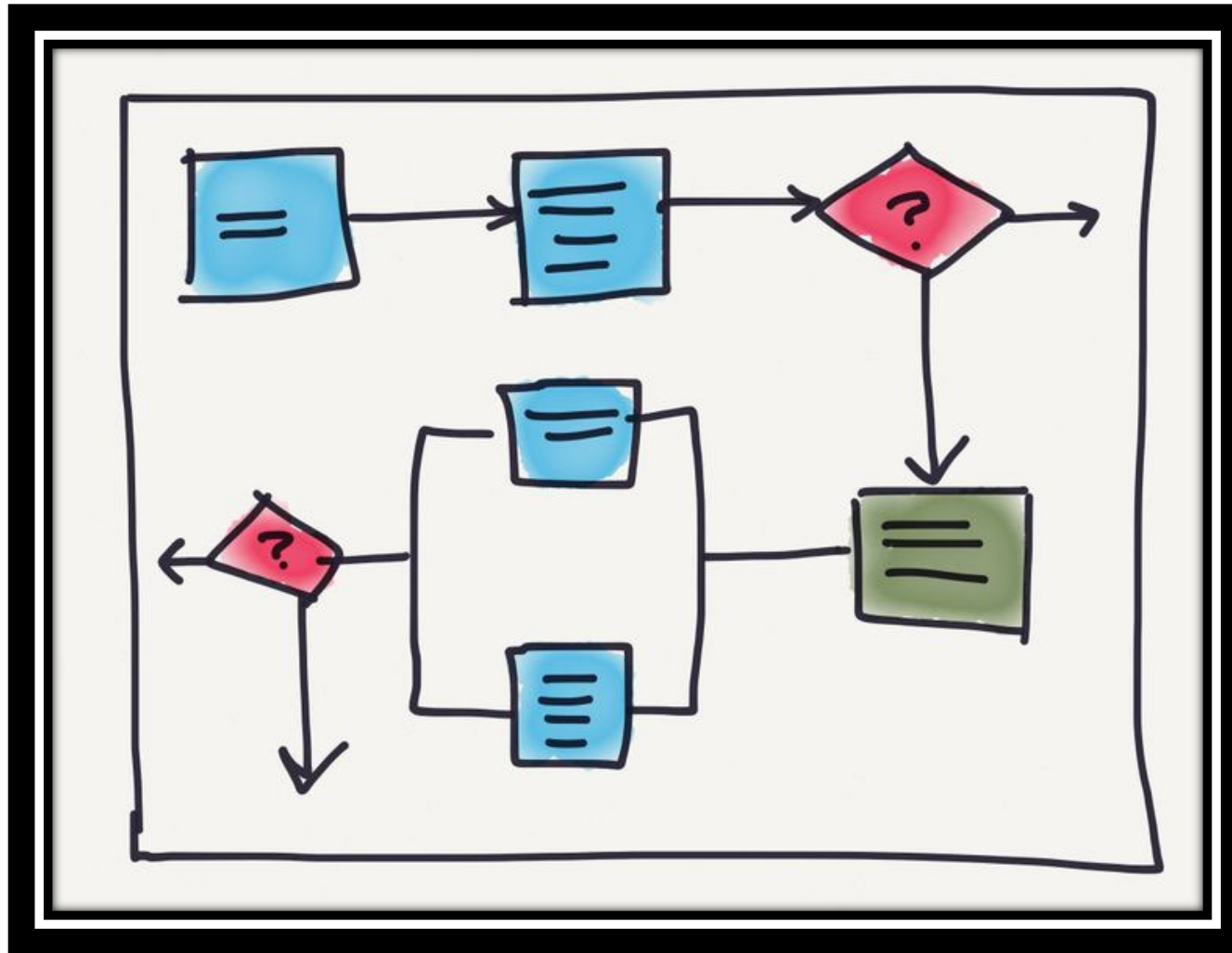
TEST

YOUR

KNOWLEDGE



Other Licensing Processes



Questions

For practice related questions:

- Please contact your Regional Licensor

For training related WA CAP questions:

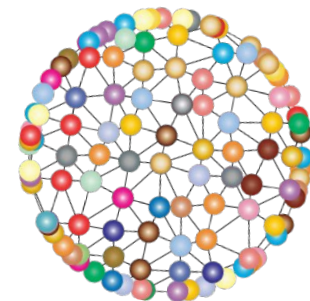
- Please contact best4kids@dcyf.wa.gov

For feedback regarding the WA CAP system and forms:

- Please contact dcyf.caregiverportal@dcyf.wa.gov

For questions on WA CAP functionality:

- Chat with Binti or email Binti at help@binti.com



Travel Safe and Thank You!

