![Washington State Department of CHILDREN, YOUTH & FAMILIES logo](logo)

Agenda

DCYF Licensing Division-CPA Portal Learning & Listening Sessions

Date: Monday, October 25, 2021
Time: 2:00-3:00 pm

Objective

Licensing Division would like to communicate and collaborate with statewide CPAs to discuss the Binti portal, implementation supports, timeline, and training needs, and take questions relating to this process.

Agenda

Introduction and Welcome (5 min) (Marj)

Welcome everyone. Let's go over some housekeeping notes. Mute yourself if not speaking to limit background noise. We encourage you to use emojis if something resonates with you. If using chat, please make sure it goes to everyone so we capture it all. Debbie O'Neil is monitoring chat and any questions. If we cannot answer questions in the next hour, we can follow up after the meeting. Anna Enriquez is the note taker for this meeting.

We like to start our meetings with a little icebreaker and we want to see who all is here, so please put in the chat box, your name and agency, and one fall activity you're really looking forward to. Again, thanks everyone for sharing and a quick reminder that this meeting is being recorded.

Big shout out and warm welcome to Binti from our group here in WA.

IT Updates (30 min) (Victoria Danby, Account Manager; Tara Lain, Head of Account Mgmt.)

Demo in Binti: Binti will demo both the applicant and worker side. Tara Lain has been leading the project on the Binti side. Victoria Danby is an Account Manager at Binti for almost 4 years; she was a social worker in California for about 18 years. Victoria demos the portal for CPAs using the current agency portal for Skookum Kids, which she picked at random. She requests we hold questions until the end for a Q&A, or put questions in the chat box.

Families will be able to sign in, create application, access all requirements needed to complete the process. Binti will be doing this for each CPA. There will be customization per each agency in certain parts; other parts have already been created by WA (DCYF) and will not be customizable. All agencies can customize name of their agency portal and use their CPA logo. Each agency will be given a unique URL for their CPA to embed it onto their own agency's

internet page that will link to Binti/portal. All Washington Tribes are already pre-loaded into Binti, so as the person starts typing, names of tribes come up.

Once account is created, applicant lands on Welcome page and works through the different stages. Orientation can have agency's orientation video if they have one, or a PowerPoint slide can be embedded into this section. There is a "hard coded stop" after this section, to where applicants cannot get past the section onto their forms or other stages, until Orientation is complete. They can only advance with a passcode, though passcode is not required, if agency does not wish to require one.

Demographic info is only entered once; all subsequent forms will prepopulate demographics. All forms requiring signature will be signed electronically. Families may upload supporting documents by scanning and uploading or taking a picture with their phone. Uploads prompt to enter expiration date. Automatic alerts will/can be sent at 30 and 60 days before expiration of documents. Licensors will get automatic alerts when specific forms are completed. Stage 4 has conditional requirements that will only be required if the worker requires them.

Quick recap: Welcome page, orientation page, and training page are customizable. Each agency will be given a week or two to decide what you want to say on your welcome page. Forms and requirement decisions have already been made by DCYF and are not customizable.

The plan is that all CPAs will roll out around September 2022. Each of you, when you log into your dashboards, will see only your families with your agency. When DCYF logs in, they will see all families of all agencies they are assigned to.

Listening-Discussion Time

Online Portal Overview and Highlights (5 min) (Matt and Renatta)

Internet Access: How can we support families that are not comfortable with technology, or have limited Wi-Fi access? Renatta requested strategies and ideas from CPAs on how they have been working with families that struggle with connectivity. Angela with Olive Crest shared that families that did not have reliable connectivity had to meet in person, outside, using masks to complete interviews. They used "snail mail" and went "old school." They always communicated with their RL so they knew why things slowed down. Kaylena with Puyallup tribe shared that in the past, they have set up computers in their office to teach people that were not computer savvy, how to use the computer and online system to complete their applications. They also referred people to Goodwill industries in their area, which offers resources to help people sharpen up on computer skills.

Renatta requested sharing of ideas about resources to help people access internet and get more comfortable with technology. Renata also reminded all that Binti is accessible by phone as well. Ideas offered were to set up kiosks in the office with a couple of different computers, and that some senior centers in different communities offer help with technology. Victoria with

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Binti also reminded all about the chat feature in Binti to help with any tech issues in using the system.

Listening-Discussion Time

Training Updates and Needs (10 minutes) (Debbie)

We will do our training with CPAs at the table training with us. We are planning a regional approach to training. If you've been on these meetings before, you've heard and gotten an overview of the Tiered Home Study Framework, which we'll train on first, and then the portal functionality and program specific piece as soon as the portal is up and running. This will include all of our staff, Foster care staff, SAM staff, and all of CPAs. We will communicate training schedules to make sure we can meet everyone's needs. We will make sure to have flexibility for time and attendance to where you can attend elsewhere if you are not available when training occurs in your region.

Communication Needs (5 min) (Debbie)

CPA website page is updated with last month's meeting materials. All previous meetings are on the webpage for you to review, if needed. These are always updated as quickly as we can, in case you miss it, want to review what happened, or want to pass information on to someone else. DCYF CPA link: https://www.dcyf.wa.gov/practice/practice-improvement/foster-parent-application-portal/cpa. We will continue to send updates through DCYF Communications via Gov delivery

Just a reminder, no meetings will be scheduled in November or December. Next meeting will be in January, last Monday of the month. We are excited to continue the meetings but just knowing how holiday months are, we will take a pause but we will keep you updated on things happening with the portal.

Listening-Discussion Time

Closing and Discussion (5 min) (Marj)

Closing time for remaining Q&A. As you think about all the topics we covered today and may have questions please let us know. Also, if you have any future meeting topics or issues you would like us to cover let us know.

Reminder, we will not have meetings November and December and are moving to bi-monthly meetings based on your feedback received in September. We will be communicating with you and if there is information you need to know, we can move them back to monthly, and we can do that especially when we get closer to launch date.

Next meeting is on January 31, 2022, which is the last Monday of the month, from 2:00 pm to 3:00 pm.

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