



Agenda

DCYF Licensing Division-CPA Portal Learning & Listening Sessions

Date: Monday, March 28, 2022

Time: 2:00-3:00 pm

Objective

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

Agenda

Introduction and Welcome - Aanchal Dhar (5 min)

Meeting is being recorded. Warm welcome to newbies joining this meeting for the first time. Meeting held for purpose of dedicated space to learn and collaborate on different updates during transition to WA-CAP.

Brief housekeeping reminder:

- Mute mic when not speaking
- Use of emojis encourages
- Put question in the chat box to everyone

Introduction of HB 1227 Initial License and Kin Community-Based Resource Support - Xuan Chung and Kyler McGee (15 min)

Xuan Chung, Licensing Division (LD) Kinship Program Administrator. Kyler was not able to make it today due to a conflict with another meeting.

Xuan –

1. DCYF is working on a process to not only streamline home study referrals, but also request that home study referrals be submitted in a timely manner.

The home study process uses a tiered model approach when working with families. For example, a family requesting a general foster care license would complete a home study for that purpose only, but if a year later they desire to adopt instead of only take placements, they will have to complete the additional requirements for that new tier. We are looking to meet family where they are at, at the time of application. LD is also

looking at the home study referral process so that home study referrals are received at the earliest onset of a child's placement in a kinship home.

2. HB 1227, Initial License, states that when a kinship caregiver expresses interest in licensure for placement of a kin child, the department has 10 days to initiate a home study.
 - Partnering with CPAs to license kinship caregivers - LD wants to expand our partnership with CPAs and increase kin community-based resource support. The goal is to license more caregivers. Scope and details still need to be worked out in work group in order to achieve this. Xuan is requesting feedback from agencies to see if there's an interest in partnering with DCYF to complete this work, and if not, what are the barriers?
 - Developing HB 1227 scope of services - HB 1227 has to be implemented in July 2023. CPAs interested in this work can email the WA CAP inbox (dcyf.caregiverportal@dcyf.wa.gov, Attention Xuan and Kyler.) Xuan and Kyler will contact the agency to discuss further.
 - Levels of support for kinship caregivers - The goal is to license more caregivers; provide additional support The Bill is focused on how the Department will support kinship caregivers, from onset of case action, through return home or kinship-specific permanency.

Listening-Discussion Time

Sharing CPA Page Templates and Experiences with Binti - Matt Kirsch, Renatta Watson and Binti reps (15 min)

Matt/Renatta – Shared the unique Welcome, Training and Orientation pages for Secret Harbor, Compass Health and A Child's Hope Spokane during the meeting. In those CPA specific pages, agencies can share pictures, including their logo, photos of activities, videos, trainings, or links to other websites. Over half of CPAs have received the email with homework, regarding the information for how Binti can build their portal Welcome, Orientation, and Training pages. The Orientation page for one agency was shown on the screen. Attendees were able to see where agency specific information and other requested videos appear on their page.

The first two cohorts have already met with Binti/WA CAP team. Binti will begin meeting with the third cohort next week.

Original Date: March 28, 2022

Licensing Division | Approved for distribution by Debbie O'Neil, Workforce Development Sr. Administrator

Renatta - A survey went out to all agencies to gather information. Request made to agencies to submit the form this week. If there is anything they do not know the answer to, they can note that on the form, and just indicate what their best guess is.

Listening-Discussion Time

Update on form changes - Alexa Latta, Renatta Watson and Brett Skinner (8 min)

Brett will give an overview of the “why” behind changes in the forms

Brett/Renatta/Alexa - Change management is about taking a step back and looking at the impact on us; change can be exciting but stressful, and that is normal. We recognize that each CPA is different, so impact will look different across agencies. Asking to look at it from your own perspective to assess how it will affect your work.

Paper to Digital – paper forms will look different in Binti. WHY: System Requirements, New Efficiencies and Organization Opportunities. Shifting from paper format to digital format will create organizational efficiencies. For example entering something in one form will source it to other forms.

Content Changes – Tiered Home Study, Updates to WAC, Improvements to Process. WHY: Opportunity to improve is before the build, WAC changes to support, and improve outcomes for children and families. We have a unique opportunity to have Binti help build the system that includes DCYF’s vision. WAC changes also happening to support all these changes.

Consistent Forms – CPAs and WA State will use the same forms in Binti. WHY: Clean data, better statewide analysis/improvement, faster approvals, and consistency. Everything in WA-CAP by Binti will be State forms. Binti is not trying to change CPAs’ processes with any agency specific forms; those can still be used, but outside of WA-CAP.

Road Ahead

One form change is the Background Confirmation and Out of State Check Form. It was created for WA-CAP but decision to use it now was made to accommodate the fact that several were doing background checks online. There has been recent modifications to the form though so reminder was sent out to make sure that the latest version of the form is being used.

Discussed that most forms used by LD were impacted in some way; several are minor changes and others with more significant changes. An example of a form that changed significantly is the Personal Information form as it relates to new home study. We were able to combine and even eliminate some forms that we think will increase efficiencies.

API Update - David Yantis and Veronica Davis (5 min)

Veronica - Discussed the how an API functions – and allows two computer systems to talk to

Original Date: March 28, 2022

Licensing Division | Approved for distribution by Debbie O’Neil, Workforce Development Sr. Administrator

each other and exchange information. Right now, we are on a great path because they have done core foundational work, and they have found that there is effective communication between Binti and Famlink.

Binti will talk about API with each CPA's regarding their individual computer programs to ensure effective communication between CPA systems and WA CAP.

WAC Revision on the use of the Electronic Portal System for CPAs - Ruben Reeves (5 min)

Ruben - For the last year, LD has been working to revise WACs in preparation of WA-CAP. The WACs should go live within the next month or so. WACs 110-145, 110-147, and 110-148 will add a definition of a licensing provider portal. The WAC will require CPAs and Group Care Facilities (GCF) to use Binti. Because of launch delay, DCYF will not be going live until November 2022. First cohort for CPAs will launch in early 2023, and the goal to have all CPAs and GCF use Binti by middle 2023. Because the WAC goes into effect prior to the portal being ready, DCYF plans to address the hold on the use of Binti in a practice memo. Provider maintenance will be required within WA-CAP.

Announcement of Provider Actions Training - Marj Trudnowski (5 min)

Marj – The following trainings are being built for CPAs regarding licensing investigations and to help with consistency and continuity:

- Understand Strength Based Approach in a licensing investigation
- Gain knowledge of the WAC and Policy for a licensing investigation
- Understand the role of the Regional Licensor and Technical Assistance
- Gain knowledge of what is required in a Provider Action
- Enhance understanding of criteria of VALID and NOT VALID

Training is tentatively slated for an early summer rollout.

Closing and Discussion - Aanchal Dhar (2 min)

Aanchal - 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.

Next meeting is scheduled for May 23, 2022. If you feel like you need more information and would like to go back to meeting monthly instead of bi-monthly, please let us know by emailing us at our caregiver portal email: dcyf.caregiverportal@dcyf.wa.gov.

Original Date: March 28, 2022

Licensing Division | Approved for distribution by Debbie O'Neil, Workforce Development Sr. Administrator