



## Agenda

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### DCYF Licensing Division-CPA Portal Learning & Listening Sessions

Date: Monday, June 28, 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 (4 min) (Aanchal)

##### New Home Study (12 min) (Amber and Sonya)

Discussion on the HS content and process with two different examples of predictive indicators and mitigation strategies. –How they work and what potential responses might look like.

**Amber** – Discussed that they were not training but communicating about the build that is in process. Staff will use what they already know about mitigation and resilience and shift it into the new home study framework. Reported functionality is still in development and staff need to remain flexible. Reminder that indicators are imbedded within sections.

**Sonya** – Discussed how mitigation and resilience are used in the new process. Emphasized that you do not need to remember the 19 indicators because the home study itself will ask very specific questions for each one and walk you through potential strategies. Also explained that mitigation information is not requiring a re-recording of facts and observations, but is asking the worker to assess the work they have already gathered.

##### Online Portal Overview and Highlights (6 min) (Matt and Renatta)

Discussed portal updates and feedback from the initial testing that's happened

**Renatta** – First round of Sprint testing completed. Applicant side and a little bit on the State Licensor's side. They filled out applications. Applied for licensing. Nineteen people participated. They heard references are easy. People discussed how great it was to track their process in the system. Many people loved the signature feature. They loved to be able to link straight to trainings. People loved how easy it was to upload documents as well as by phone.

**Matt** – Explained what, "Sprint Testing" is. Running one of the pathways to licensing or the

home study process and running it through a test scenario. Users completely inexperienced in process need to complete what an applicant or licenser would do to see how the system will operate. Discussed that feedback continues to trickle in so that changes can be made where needed.

### **Listening-Discussion Time**

#### **On line Portal IT Updates (1 min) (David)**

During Sprint testing, they are starting to see the date come down and how that date will be used. It's nice to see the data lighting up from the get go.

#### **Training Updates and Needs (5 min) (Jesse)**

Discussed Tiered Unified HS and what it looks like in terms of the build and timeline.

It is being approached in two-tiered way. First part is going to look at foundational part. The why and the why now. –How it is different from current work. Emphasized that there are some changes but not everything is changing. Reinforced that changing the home study and portal at the same time was intentional for less impact and burden to staff.

Discussed what each section of the new home study framework is about and how it is focusing on the strengths of our caregivers. Explained that first part of training is meant to support the second part, the actual program specific training on the system. –The how to do the Tiered UHS in the system.

Shared the projected timeline for training for different programs - no current dates yet.

#### **Communication Needs (2 min) (Jesse)**

Shout out to RL staff and CPAs for getting the word out for this meeting.

Discussed that Webpage for CPAs on applicant portal is up to date now. You can find webinar recordings, PowerPoints from each meeting.

#### **Questions and Discussion (10 min)**

Closing time for remaining Q&A

Original Date: June 28, 2021

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