

Foster Parent Application Portal

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Washington State Department of
CHILDREN, YOUTH & FAMILIES

What is the Foster Parent Application Portal (FPAP)

- To help meet federal, state and policy requirements, Licensing Division (LD) received funding from the Legislature to implement a Foster Parent Application Portal (FPAP).
- This portal would streamline the licensing & home study process by automating the existing paper-driven system.
- The portal will also enable the Department to provide a single application source to prospective and existing caregivers.
- This portal is anticipated to reduce the timeframe for licensing of applicants by approximately 25%.
- Finally, a portal would provide the Data and Policy Unit outcomes that are measurable, quantifiable and meaningful.



FPAP Status*

- The process of gathering requirements and building a vendor-ready Request For Proposals (RFP) started on or about December 2019.
- The full RFP for the FPAP was submitted to the US Department of Health and Human Services, Administration for Children & Families, Children's Bureau for formal review on April 29, 2020. The Children's Bureau approved the RFP package on May 12, 2020.
- The RFP will be posted for vendor bidding as soon as possible, per RCW requirements.
- After vetting and selection of the vendor, the projected date for a completed, signed contract is about September or October 2020.
- A possible timeline for implementation is on or about September or October 2021.



Taskforce Groups Purpose and Objectives

- Purpose:
 - Provide recommendations for business decision-making that will guide development of the Foster Parent Application Portal functionality.
 - Support sustainability of the foster care licensing system.
 - Ensure consistency in the foster care licensing system.
- Objectives:
 - Create a process map, using the provided sample process map and existing CEU map as examples.
 - Create a narrative of the workflow, using the provided sample narrative and existing CEU taskforce narrated process as examples.
 - Identify policies and procedures that will be impacted by the proposed business process.
 - Define necessary “exit strategies” for meeting the RCW, WAC and/or policy timelines.
 - Identify external dependencies that impact your process.

Taskforce Groups' Areas of Focus and Leads

- Inquiries and Recruitment

Leads: **Codie**

- State FH General Licensing

Leads: **Amber** and Codie

- Adoptions

Leads: **Maria** and Erin

- CPAs foster homes, CPAs licensing, and Group Homes

Leads: **Joe** and Jason

- State FH Investigations and Provider Maintenance

Leads: **Mike** and Kris

- Home Studies

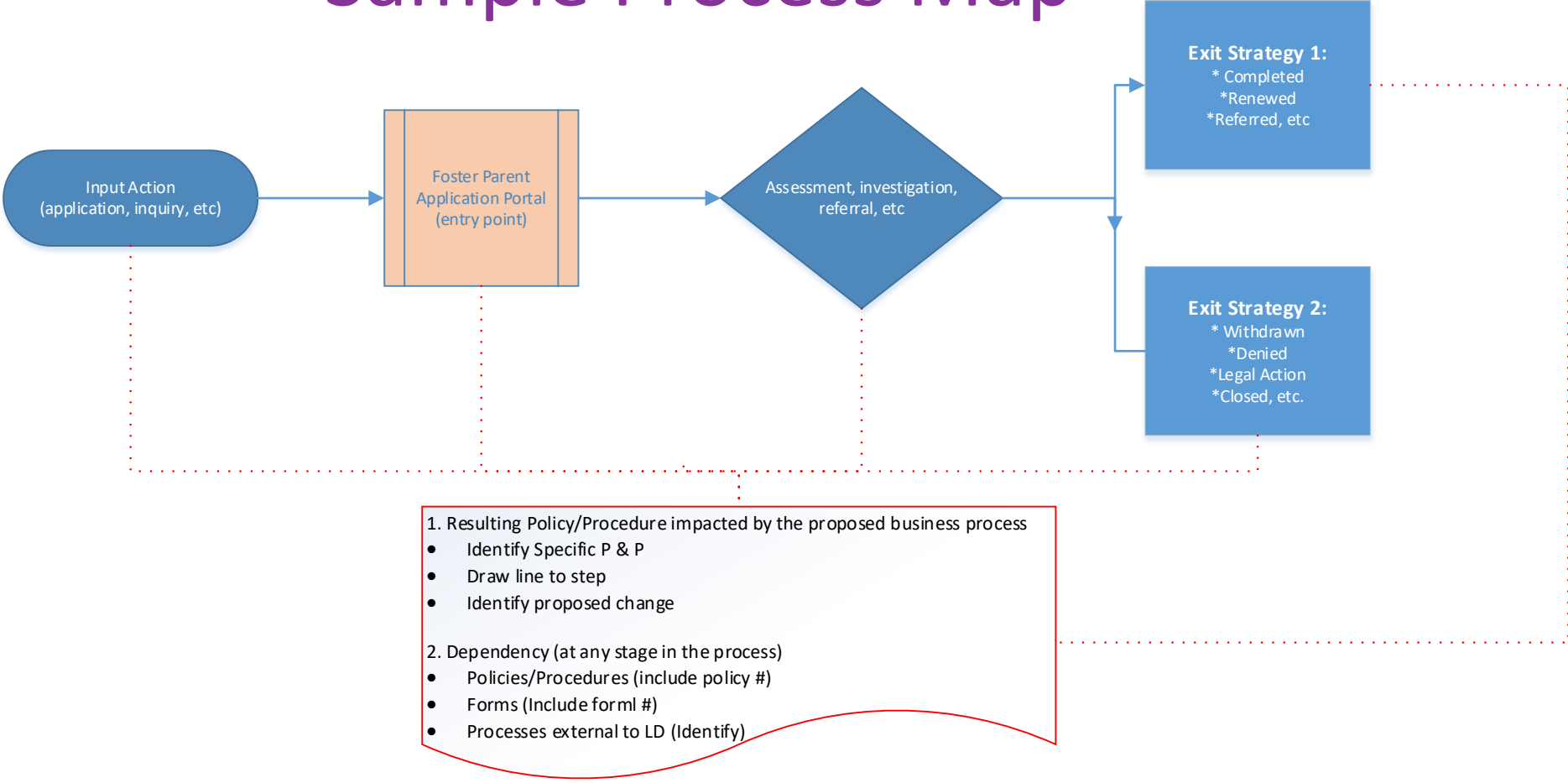
Leads: **Sonya** and Amber

- Kinship (licensed and unlicensed applications)

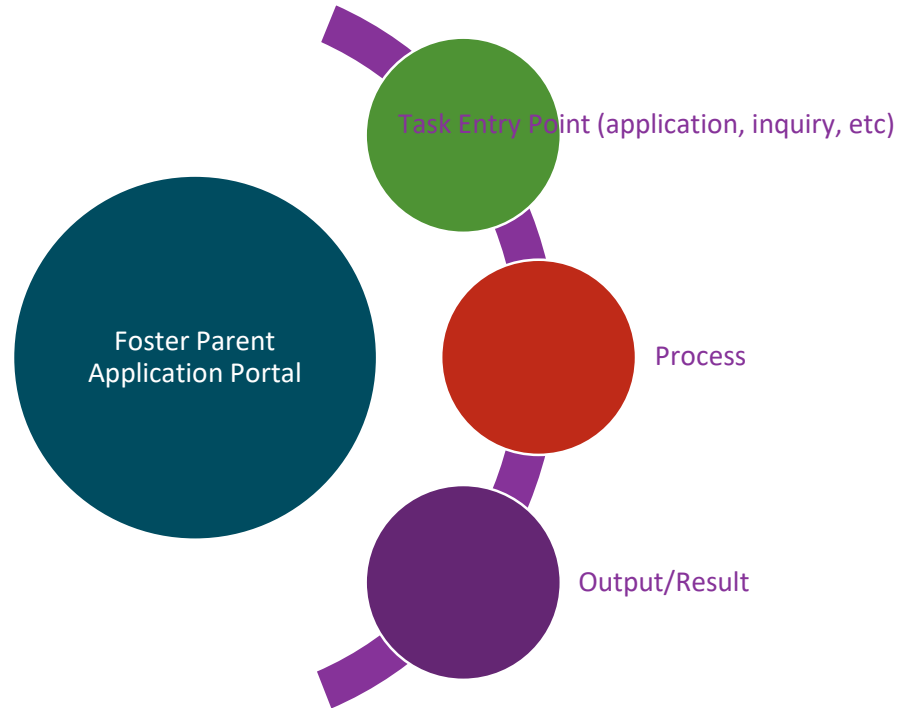
Lead: **Xuan**



Sample Process Map



Sample Narrative Process



What triggers the beginning of the process?

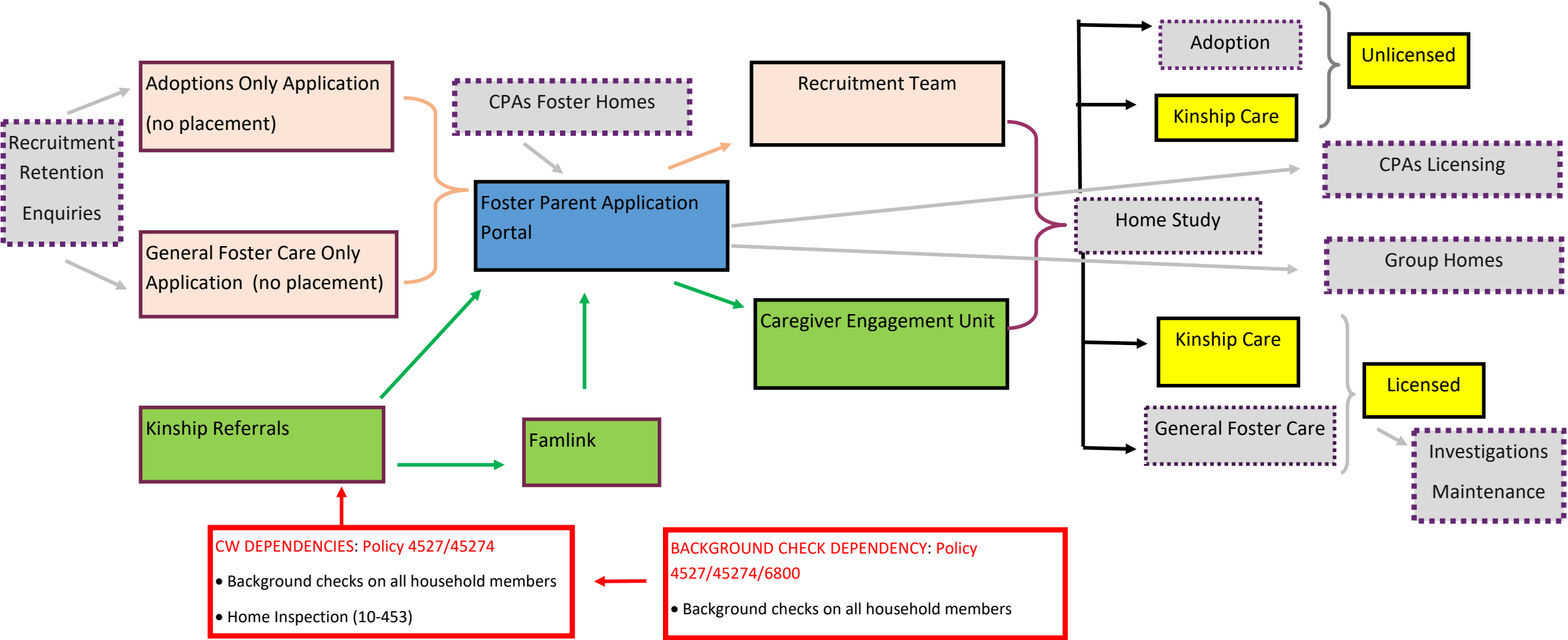
What is the process?

What are the possible outcomes? How is that reached? What are the steps to take once reached?

- Definitions
- Forms
- External Dependencies
- Policies and Laws
- Proposed business process changes
- Exit Strategy
- Outlined Steps
- Parking lot - Questions from the task force for other task groups, individuals, external processes, etc...



FOSTER CARE LICENSING PROCESS MAP



Input and Feedback Process

Each Taskforce group should:

- Engage in an internal and external input and feedback process
- Ensure providers, partners, stakeholders and staff are involved in the process mapping activities
- Collect qualitative data from the input and feedback process, which will then be used to guide your groups business process recommendations and decision-making.

Decision Making Process

Taskforce leads will present each group's recommendations to LD staff and leadership for the final review and feedback.

LD executive management will present their final decision-making responses regarding any policy/practice recommendations, and communicate that to the Taskforce groups.



Timeline

April – September 2020

- **April 2020:** Establish taskforce groups and collect preliminary input data
- **May – July 2020:** Draft narrated processes and mapping, with policy impacts and exit strategies; collect feedback; Submit taskforce recommendations to the Taskforce Leads Group for compilation and development of recommendations
- **August 2020:** Present final recommendations to the LD staff and leadership for their review and analysis.
- **September 2020:** Leadership review of the staff input and feedback data; final decision-making with justifications. Contract signed with vendor.
- **October 2020 – September 2021** – Build and develop the Foster Care Portal; train staff, stakeholders and tribal partners
- **October 2021?** – Go Live

