

# DCYF Licensing Division – CPA Portal Learning & Listening Sessions

## Webinar

Original Date: January 30, 2023  
Licensing Division | Approved for distribution by Debbie O'Neil, Workforce Development Sr. Administrator

[www.dcyf.wa.gov](http://www.dcyf.wa.gov)



## Introduction and Welcome



*The meeting will  
be recorded.*



## WA CAP by Binti Updates



## WA CAP by Binti has Launched!

WA CAP Early Metrics										
Date	Drip Emails (daily)	Welcome emails & Password Resets (daily)	Unique families logged in (to date)	Total family logins (to date)	Unique Workers Logged in (to date)	Total worker logins	# of workers logged in in previous 7 days	Support Tickets from Families	Support Tickets from Workers	CSAT Score
1/16/23	14	2	241	550	237	2158	188			100%



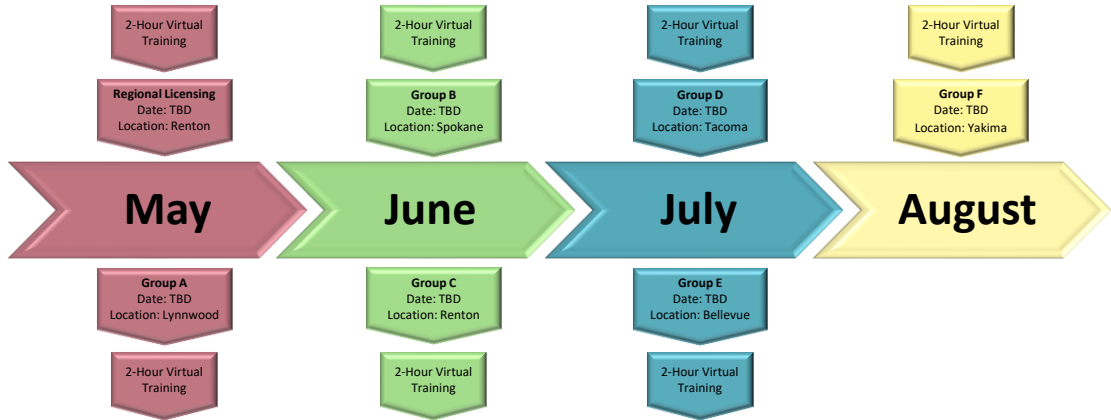
## Go-Live Observations

- Data Migration
- Automatic Emails/Upload Questions
- Email Name Issues
- Binti Is Helping Immediately
- Process Map Improvements
- Online Feedback Loop (Background Checks)
- WA CAP Support – Forecasting CPA questions/ Create FAQ
- Lessons learned sent to Workforce Development Team (training improvements)
- People engaging early (practice/playing) Easier Time

## Home Study Guide and Template

Washington State Department of CHILDREN, YOUTH & FAMILIES		Licensing Division (LD)			
Home Study					
Written by: <input type="checkbox"/> DCYF <input type="checkbox"/> CPA:					
Family Name:					
Provider #:					
Family Address:					
Home Study Type: Choose an item.					
Home Study Outcome: Choose an item.					
Interstate Compact on the Placement of Children (ICPC) requested home study Choose an item.					
Applicant(s) Name, Contact, and Background					
Applicant A Name:		Applicant B Name:			
Preferred Name (if applicable):		Preferred Name (if applicable):			
Pronouns:		Pronouns:			
Date of Birth:		Date of Birth:			
Cell Phone Number:		Cell Phone Number:			
E-mail:		E-mail:			
Gender:		Gender:			
Identified Race:		Identified Race:			
Hispanic/Latino:		Hispanic/Latino:			
Member of or eligible for membership in a Federally Recognized Tribe:		Member of or eligible for membership in a Federally Recognized Tribe:			
Tribal(s):		Tribal(s):			
Primary Language:		Primary Language:			
Secondary Language:		Secondary Language:			
Occupation:		Occupation:			
Work Schedule:		Work Schedule:			
Date of Final Interview:		Date of Final Interview:			
Household Composition					
Adult Household/Property Member(s)					
Name	Date of Birth	Relationship to Applicant	Lives in the Home or on the Property	Date Interviewed	Involved in Caregiving

## 2023 Home Study & WA CAP by Binti Regional Licensing and CPA Training



## Questions?



## Customized Portal Pages & Information

- Email and survey regarding customized portal pages
- Drip emails
- Child Specific Licenses
- Certified Respite
- Two week turnaround



## Closing

Please send feedback and questions to the portal inbox:  
[dcyf.caregiverportal@dcyf.wa.gov](mailto:dcyf.caregiverportal@dcyf.wa.gov)

