



RFA Portal Training – Session 2 of 2

Q&As

Question from Colleen Meydenbauer: Can county RFA workers do the applicant/application intake on behalf of the family?

Answer: Yes, they can complete that within CWS-CARES

Question from Keri Brandt: Is the number in the top left corner their RFA number?

Answer: yes

Question from Colleen Meydenbauer: Will there be an Other or Declined to State option for the mandatory Race field in the Applicant Portal?

Answer: There is no Other or Declined to State option for Race in the Portal

Question from Elizabeth Amezcua: For the DL/ID Section, is it limited to state ID/DL or can they input passport, consulate ID etc?

Answer: The RFA portal currently allows applicants to use either a State ID or Driver's License for identification. CARES will accept additional forms of identification, such as passports and other valid government-issued IDs, to provide more flexibility for applicants who may not have a State ID or Driver's License via upload. We will continue to assess the need for this field to be required to avoid the applicant's progress being stalled.

Question from Vanessa Gutierrez: Will this populate into the application the RFA worker sees/creates on CARES or will the RFA worker still have to enter this information again onto CARES?

Answer: Yes, this information will populate for the worker into CWS-CARES.

Question from Marilyn Pulgar: For an ID, can they provide a matricular card number or ITIN if they have no social security number?

Answer: They could certainly provide this document and upload it.

Question from Tim Warner: Driver's License is listed as a required field. What do applicants do if they don't have a license?

Answer: The RFA portal currently allows applicants to use either a State ID or a Driver's License for identification. CARES will accept additional forms of identification, such as passports and other valid government-issued IDs, to provide more flexibility for applicants who may not have a State ID or Driver's License via upload. We will continue to assess the need for this field to be required to avoid the applicant's progress being stalled.

(Duplicate question)



Question from Colleen Meydenbauer: Did I miss a question about preferred spoken or written language? Or was that collected at the very beginning, so the intake is in a language of choice?

Answer: It is collected in the Address Related Information Section

Question from Brian Giles: Does this field allow for non-federally recognized tribes?

Answer: CWS-CARES as a whole does allow for non-federally recognized tribes

Question from Lorna Baker: What if the applicant only has a passport?

Answer: They can upload that document

Question from Lorna Baker: How often will the Tribal information be updated?

Answer: Right now, this is specific to the application data entry. If the applicant/approved Resource Parent wants to provide additional tribal information they can message their SW.

Question from Cicely Ferlatte: For residential details, can there be an "other" option? What if the applicant doesn't lease or own and is living in the home cause the owner is allowing.

Answer: Applicant can select N/A, Own, Lease, or Rent

Question from Marilyn Pulgar: If they answered a question incorrectly and have submitted the application, how does that information get changed to the correct information?

Answer: If the application is not submitted, then the Applicant can update it before submitting. If they realize it after submission, then they can reach out to the RFA worker working on the Application to update.

Question from Lorna Baker: For a child/NMD identified, will we be able to update or change the information? Oftentimes, the name spelling, DOB, is different or not what is current for a child, for example, of a Baby Boy/Girl, as per the birth certificate, but the family members are using a name that isn't a legal one.

Answer: Once the application is submitted, the assigned social worker can make any changes necessary for incorrect information.

Question from Ruth Lewis: Can there be a short explanation of what the child or non-minor dependent desired identification means on the screen that the applicant selects yes or no? The families get very confused with this question often.

Answer: Ruth, we will take this feedback and see how we can help applicants understand this more clearly.



Question from Colleen Meydenbauer: For some of the applicant intake questions, it seems like an option of Unsure would be helpful - example: "Have you been subject to an exclusion order?"

Answer: We are trying to be very specific to the RFA01A, but your feedback is noted.

Question from Anesia Rodriguez: Will we be able to change/edit the RFA number?

Answer: The RFA number is a unique identification number for the application.

Question from Ruth Lewis: Can we make the email address as must completed? We then can email the references.

Answer: Context is key here, this is information entered by the applicant. The assigned SW will have the ability to correct data to ensure accuracy of the information within CARES. NOTE: For historical reasons, we will capture the information that the applicant entered.

Question from Stephanie Montez: I missed the section for references. Can they enter an email address?

Answer: Yes

Question from Colleen Meydenbauer: Noted elsewhere in the Q&A, but it seems problematic for the system to generate an RFA-ID before the application is submitted. What will the application status be if we don't accept it? As I understand the directives, if we accept an application, the county must start a clock, include in reporting, etc., or maybe this intake isn't a formal RFA 01A?

Answer: This is system-generated, and no time clock is started until the application has been successfully submitted.

Question from Ruth Lewis: How did the presenter move back to the dashboard?

Answer: After the applicant submits their application, they can select the "Back to Dashboard" button to return to the dashboard. Alternatively, they can click "Home" in the top right navigation menu to navigate back to the dashboard.

Question from Ruth Lewis: We have several counties that will not complete the RFA process if the child is ours - Sacramento County, Will CARES be able to identify those counties?

Answer: Every county will have this functionality. CARES will not account for counties that will not process out-of-county requests from other counties.

Question from Brian Giles: Is there a mobile-friendly version of CARES? App?

Answer: The RFA Portal is supported on modern web browsers, including mobile devices, allowing applicants flexibility in how they access the system. For the most optimal experience, we recommend using a desktop when completing and submitting an application.



The project team is actively working to further enhance the mobile experience for RFA applicants.

Question from Lorna Baker: How can you ensure that the applicant doesn't provide confidential info in the message center?

Answer: You can't, but you can continue to coach the applicant/family to avoid this as much as possible.

Question from Tim Warner: If a client uses confidential information during chats, what should we do? Is there a way to delete messages for security purposes or otherwise?

Answer: Currently, both the RFA Portal and CWS-CARES display a warning modal informing users that confidential information should not be shared through the messaging portal.

Question from Jessica Viruet: Can portal messages be used to send letters/notices? Ex: cease review letter. Will the portal message record suffice for "proof of service" for such messages?

Answer: The portal message is a bidirectional message between the RFA worker and applicant; it accepts free-text messages only without any attachments.

Question from Elizabeth Amezcua: We have two different workers completing approval and background checks. Are we able to add both as an assigned worker?

Answer: Yes, you can add Primary and Secondary workers to an Application.

Question from Brian Giles: Is there a login history stored for applicants that workers are able to view?

Answer: Yes, it is stored in the CARES application.

Question from Tim Warner: Would case notes be put in the RF Contact tab? I just realized I don't see a case notes tab in CARES.

Answer: Yes

Question from Ruth Lewis: When applicants complete online training, there are certificates that need to be uploaded. Where can these certificates be uploaded to CARES?

Answer: We have document upload functionality available from the Portal

Question from Lorna Baker: Can tasks be created for an RFA Home once approved?

Answer: Yes



Question from Lori Hansen: Does the system prompt applicants to enter at least two references?

Answer: An applicant can submit the RFA application without entering the reference details; it is not required in the Portal. However, there have to be at least 2 references documented in the application before it can be approved. If the applicant is not able to provide the details before submitting the application, then the RFA worker will reach out to the applicant to collect these details before the application can be approved.

Question from Brian Giles: Does the "Have Placement" box check automatically if an Emergency Placement was processed by the child's social worker?

Answer: It does. It depends on the information that's being provided by the application, whether that application is hard data entered in via a paper application or via the portal, and that is the kind of triggering event that will help populate that information into the overall application.

Question from Elizabeth Amezcua: Is the only way to get those apps in the Queue when the applicants complete the application? For homes with placement, we normally get the referral from the region, and we start the intake in BINTI, which would notify the applicant to complete the application. Would it not work that way anymore?

Answer: Applications enter the queue via portal submission and will also enter the queue when emergency placement is made, as CARES will create a shell application based on emergency placement data. Furthermore, the emergency placement home will be provided with an invitation to complete their required application via the portal. CARES will also notify the person(s) responsible for the RFA queue that an emergency placement has been made for follow-up purposes.

Question from Colleen Meydenbauer: Once the county staff accepts the application is the application data provided the applicant become read-only in their Portal?

Answer: Yes

Question from Gabriela Lazos-Johnson: Will the application information be auto-populated to a doc- RFA 01

Answer: Yes, CWS-CARES will be able to generate an RFA 01A form with auto-populated information.

Question from Sandra Moreno: Could there be a selection stating I understand 2 references are needed and will provide them at a later time.

Answer: Thank you for your feedback, Sandra. We appreciate the suggestion and will bring it back to the team for consideration as a future enhancement.

Question from Colleen Meydenbauer: Don't background checks sometimes start before an RFA social worker is assigned?

Answer: This can still be documented before a Worker is assigned



Question from Christina Smith: In Ventura County, we use Binti, and we do not need to add a clerical person; they already have access

Question from Emily Buckley: Perhaps I am misunderstanding... does clerical staff not have access to all applications/homes in CARES as a standard part of their CARES accounts? Currently, clerical staff do a lot of work in adding information for our Social Workers, uploading documents, making case notes, pulling stats, and viewing/editing information for the homes.

Follow-up comment from Lorna Baker: Exactly - for example, our clerical staff would be entering an application that is sent in as a hard copy!

Follow-up comment from Emily Buckley: Can we get a clearer answer... Do we have the capability to provide our RFA clerical staff with access/editing rights to all applications/homes as a setting in their accounts? I'm concerned that we will have to do this as a secondary assignment for each application/home or rely on a supervisor to go in every time they have an assignment for their clerical staff to work on.

Answer: In CARES, clerical staff with RFA permissions set will be able to view applications and homes. If their job duties entail entering data on these respective applications and homes, they will have to assign themselves secondary in order to edit the record.

Question from Colleen Meydenbauer: Can we make secondary assignments from the RFA queue?

Answer: Yes

Question from Colleen Meydenbauer: When staff are out, others on the team may need to work on the RFA application without an explicit assignment. Ideally, the user permissions will support this (also recognize this may be a county decision if this is a desired config)

Answer: In CARES, clerical staff with RFA permissions set will be able to view applications and homes. If their job duties entail entering data on these respective applications and homes, they will have to assign themselves secondary in order to edit the record.

Question from Karen Anda: If someone fills out an application (either just an interested community member or someone identified for emergency placement) in the portal, do they come across into CARES as a person? Is the RFA applicant a role type

Answer: Yes, this applicant will be a person. The role will be a primary or co-applicant.