



Thank you for participating in Binti's first **Online Leadership Forum: Tech and non-tech innovations for COVID-19!** We hope that you found it as helpful as we did to share ideas about how best to serve youth and families during the COVID-19 crisis. We want to extend special appreciation to our panelists:

- **Sixto Cancel** - Founder and Chief Executive Officer, Think of Us
- **Marina (Martin) Nitze** - Chief Product Officer In Residence, Think of Us
- **Nina Powell**, M.S.W., Division Chief, Resource Family Recruitment & Approval AND Parents in Partnership Division, Los Angeles County Department of Children and Family Services
- **Norean Lubchenko**, Administrative Manager II, Resource Family Approval, Orange County (CA) Children and Family Services
- **Matt Anderson**, M.S.W., VP, Programs and Business Development, Children's Home Society of North Carolina.

We've compiled the questions that were submitted during the Forum below. Of course, we always appreciate your ongoing feedback and ideas, so please continue to provide your insights to us.

Batch Emails/Communications

Can the batch email be encrypted?

Binti is HIPAA-compliant and HIPAA data cannot be shared via email, as we don't support HIPAA-protected emails. However, these batch emails would not contain HIPAA data and would be aimed at dissemination of information to families quickly (regarding resources, opportunities, etc.) We want everyone to be able to access the contents of the email, and have found that many families don't have email accounts that accept encrypted data. We recommend only sharing non-sensitive information via email.

Can this batch type email be done at the worker level?

In the first version of the batch email functionality, we have focused on giving administrators the ability to send batch emails. One exciting part about developing this feature is that it could be really helpful for other types of users in the future - including workers. Your Account Manager will keep you updated on the latest developments on the feature.

Will texting mail as an attachment be a future option?

This is a really good idea and we are exploring integrating text messaging as part of our product roadmap. We are working out the details for mass messaging as well as other types of texting functions within our modules, such contacting families for placements, reminding families of



expiring documents and upcoming renewals. There are a few open issues we're working through, particularly spam laws and privacy restrictions regarding the use of automatic text messaging.

Can people respond to [mass] email? I assume it won't respond to ALL?

Recipients of the email will not be able to 'reply all' to the email - the email is sent to the recipient alone. In the first version, if a recipient responds to the email, the response will be sent to our helpful Customer Service team. When coordinating your message with your designated account manager, please share where our support team should forward responses. Emails and websites can also be included in the message for people to get more information or ask questions. In future versions we are working on making the response to the email configurable so that it can go to an email address specified by your agency.

Online Orientations/Trainings

Is LA County doing more of a powerpoint orientation, or a video of a human talking about the process?

LA County developed [an interactive online orientation video](#) that allows caregivers to answer questions as they go throughout the video. If you work with Binti, we can embed this video as a step in the process for families and then have a password or quiz to move to the next step. Note that LA is in the process of revamping this online orientation video to adhere to the latest CA State Written Directives. More info on LA's video can be found via [Binti's Free Online Foster Parent Training Library](#).

Will we be able to lock or initiate the trainings that will be on-line versus those that we prefer to be in person?

Yes, agencies will maintain full control over which courses are offered, which are online and in-person, and which count toward initial or renewal training requirements. We know you need flexibility to offer the best trainings possible! Your account manager would be happy to help you explore and revisit options for training.

Can we have an interface to Foster Parent College?

As we discussed on the call, we have been talking to Foster Parent College and other training providers and are excited to work with a variety of options so that they can be tracked easily in Binti. If you have an existing relationship with Foster Parent College, your Binti account manager can work with you to upload the training records into Binti.

For renewal trainings, can we have resource parents that are not in Binti use the training feature, without having to upload all of their pre-certification information?

At a minimum, the resource family would have to have a username and password in Binti. We are hoping to make the training tracking/completion feature usable for as many of your families



as possible. Your account manager can explore with you the different options for different types of resource families/caregivers that might use the training functionality.

I noticed there was a suggestion to host training in Zoom for recording the training in Binti. Can this also be done with MS Teams or others? Is there a benefit to using Zoom as we are concerned with its security issues.

You could use any platform for synchronous online trainings (e.g. Zoom, Google Hangouts, etc.). Once a training is completed and you have verified attendance, then the participants/trainees can be entered into Binti just like they were part of an in-person training. We'd love to hear from you about any other ideas for making this process as smooth as possible.

Will participants/trainees be provided with a certificate of attendance after watching the video and taking the quiz?

We currently are not generating a certificate of completion after completing the quiz. You can view and verify the applicants' answers to the quiz in the Applicant Data tab. We're open to feedback, as always. If this feature is particularly useful to you, please talk to your account manager! We'd love more information on this topic.

Can these features become available to current applicants in Binti?

All of the features that we talked about will become available to Binti users once they are implemented within users. This includes new and current users. Your account manager will keep you updated as new features are added and updated, and Binti will also continue to update all of our users on new features as we normally do.

What video file types and sizes are acceptable for the training?

Binti can work with all file sizes and types. This will typically include a link or embedded video from a variety of sources (Vimeo, YouTube, etc.).

Are we able to include more than just an online orientation feature, but also perhaps like an informational meeting online feature or other recordings?

Binti can work with you on a variety of options for online orientations and other types of trainings and meetings. We would love to hear from you about what creative ideas you have for informational meetings or other online events. Please send ideas to your account manager!

Would you kindly let us know how much the cost is for orientation? plus other classes?

All of the features and improvements in Binti discussed during the Forum are no extra cost and included in the annual license fee, with the exception of the batch physical/US Mail feature, which involves payment for the relevant postage and processing. Embedding the orientation into Binti is free, but you would provide us with your own orientation materials. Binti has some resources



available to assist with development of materials at cost, so contact your account manager about details. See the resources below for additional ideas and information.

Additional Resources

What additional resources are available?

There are some great resources available for online orientations and trainings, as well as other resources related to COVID-19. These include:

- The [Online Foster Care Playbook](#) that Marina (Nitze) Martin talked about during the Forum. You can also join the Working Group that Marina facilitates;
- Think of Us's [Child Welfare COVID-19 Command Center](#) discussed by Sixto Cancel; and
- The [online training system developed by the Alliance for Child Welfare Excellence](#) with Washington State.

These resources, along with LA's orientation materials, can be found on [Binti's Free Foster Parents Online Trainings Library](#).

How do we join Marina's Group?

To view the webinar with all the online foster parent training options, and/or join Marina's working group, please visit the [Online Foster Care Playbook](#).

Can we get the website to Washington's Resources?

In addition to the [online training system developed by the Alliance for Child Welfare Excellence](#), Washington State has a [Parent Tip Sheet](#) for birth parents and effective visitations even with babies.

General Binti capabilities

We would love to be able to add attachments to our case notes (e.g. pictures, scanned letters, emails, screenshots of texts, etc.). Is that something that might be coming down the pipeline?

This is great feedback for us and we are currently working on many enhancements to the case note capabilities. We would love to hear more detail from you so that we can make sure that the case notes support your work fully. If you have not done so already, please talk with your account manager about this feature or other enhancements that you would like to see.

Can we get an update on supervisor email notice when a social worker completes risk assessments or any other agency forms that needs supervisor signatures? This would truly assist remote work.



We are developing a feature that will surface forms that require a caseworker, applicant, or supervisor signature which have not been completed yet. We currently have the ability for caseworkers to mark which forms they would like to be notified for when they are signed (and can specify that they want this notification only to cases assigned to them) but are currently in development of additional enhancements that will surface Agency Forms needing signature for caseworkers or supervisors. Your account manager will keep you updated on the latest changes!

For the COVID Webinar Banner on Binti's homepage- is this just on Binti's company homepage? Or also within our agency's Binti homepage (family.binti.com)?

Currently, this is only displayed on Binti's homepage, but this is great feedback to include this within each agency's homepage as well (family.binti.com).

Has there been any consideration of developing an informational billboard within Binti that agencies can just post updates to what information needs to be disseminated to applicants, approved homes, etc?

This is an interesting idea that we should discuss more with you to learn more about and explore how we could help. Please contact your account manager to talk more about the need and how it would help you to do your work.

Additional comments and ideas

Ohio's Response:

(From Amy Shenberger in Ohio): Ohio's model for licensing has allowed for continued virtual visits with licensing applicants. We have support staff at our agency that is able to complete fingerprints (we are a webcheck agency). The applicant has to attest to the absence of COVID-19 symptoms or risk factors. The safety audit still requires actual face-to-face, in-home visits with PPE. I'm saving this type of visit for a final factor when all other license requirements have been met. The largest area of variance has been with our fire departments. Some will complete inspections, others will not.

Policy questions

A number of participants asked questions about policy and procedures related to various COVID-19 topics. These include topics such as:

- Compliance with TB testing requirements;
- In-person child/parent visitation requirements and court rulings;
- Finger-printing collection procedures and waivers;
- Other California requirements and policies.



For California policy-related questions, the [County Welfare Directors Association \(CWDA\)](#) has a compilation of information available. The [California Department of Social Services \(CDSS\)](#) also posts the latest guidance on COVID -19.

Please also refer to Think of Us's [Child Welfare COVID-19 Command Center](#) for additional resources for agencies and youth.