STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY

DEPARTMENT OF SOCIAL SERVICES

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CDSS

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FOSTER FAMILY AGENCY WEB APPLICATION
Frequently Asked Questions

Web Application Administrator: FFAWeb-Application@dss.ca.gov

LOGIN INSTRUCTIONS

1. **Q: What is the website to log-in to the Foster Family Agency (FFA) Web Application (WebApp)?**

   A: *The web address is: https://www.ccld.dss.ca.gov/FFA*

2. **Q: How do I create a username and password?**

   A: *Each individual is required to create their own account. Please follow the directions below:*

   a. *Go to the website listed above*
   b. *Click on "Sign up for FFA Web Application"*
   c. *Create Username (Example: Your Name)*
   d. *Create a Password (Must be 8 characters long and include upper case letters, lower case letters, numbers, and/or symbols. You are required to use 3 of those 4 listed*
   e. *You will need a valid e-mail address. It's important to notify the Web Application Administrator when you change your e-mail address*
   f. *Create a security question (Example: favorite color)*
   g. *Input your answer to the question (Example: black)*
   h. *Click on "Create User"*
   i. *Click on "Continue" or "Back to Sign-In Page"*
   j. *Once approved, you will receive an email notification within 24 hours*

ASSOCIATIONS, CLEARANCES, EXEMPTIONS

3. **Q: Why do some individuals who have been with us for years have an "N" under eligible even though they were already cleared?**

   A: *Prior to January 1, 2008, Federal Bureau of Investigation (FBI) clearances were not required. Individuals who had a cleared California Department of Justice (DOJ) and Child Abuse Index Check (CAIC) received an overall clearance. With the new requirements, all three individual clearances are needed prior to approval.*

4. **Q: What do we do if the individual is not showing on the cleared adults list?**

   A: *Follow the two steps below:*
   1) *Contact your [Children's Residential Regional Office](#) to verify clearances and associations. If the individual is showing cleared and associated in our Licensing Information System (LIS), then give it a few days for the Web Application to populate the information.*

   2) *If they have a pending FBI background check, the individual will need to be re-fingerprinted as clarified in Question #3 and #5.*

5. **Q: If a fingerprint cleared individual transfers to our FFA, are they required to be re- fingerprinted?**

   A: *Individuals will only be able to transfer between agencies with the same Originating Agency Identifier (ORI) number, in which case they would not need to re-fingerprint. See question 20 below for more information.*

6. **Q: What does the "N" under transfer mean?**

   A: *If an "N" appears under the transfer column the adult has an exemption. You will need to complete an Exemption Transfer Request (LIC 9188) prior to transferring the Resource Family Home (RFH) to another agency with the same Originating Agency Identifier (ORI) number. Please contact your [Children's Residential Regional Office](#) for more information.*

7. **Q: Why doesn't the Web Application allow me to associate a cleared adult to the home?**

   A: *There may be two reasons why this is happening. Either the individual has an "N" under eligible, or the individual is showing association to another home. With the Adam Walsh Act, there is a 10-day hold placed on newly fingerprinted individuals.*

8. **Q: How do I associate an individual to a home?**

   A: *Directions:*
   (1) *Go to the "Resource Homes" tab. Locate the home you want to associate the parent to.*
   (2) *To the right of the selected home, click the "Cleared Adults" button. This will automatically take you to the "Cleared Adults" tab.*
   (3) *You will see the FFA information in the blue strip, and in the green strip you will see the home information. Under that, it will say, "There are no parents associated to this home."*
   (4) *Just below that there are two search criteria: by Personnel ID Number or by Last Name.*
   (5) *Click in the circle that says "Starts With."*
   (6) *Click in the box and type the first few letters of the last name.*
   (7) *Click "Search".*
   (8) *Individuals with that search criteria will appear. Find the individual you wish to associate.*
   (9) *If the "Associate" button is LIVE, click "Associate" then "Confirm."*

(10)   *If the "Associate" button is grayed out, it's because either the individual is showing already associated to a home, or they have an "N" under eligible.*

(11)   *If the individual is showing association to another home, e-mail Web Application Administrator for assistance. Please include the individual's Name and Personnel ID number.*

APPROVING

9. Q: Why can't I certify a CFH?

A: *CFHs could not be certified after 1/1/17, in accordance with Assembly Bill 403. All remaining CFHs were required to begin the RFA application process 12/31/20, these CFHs are in the process of transitioning to RFA. Any CFHs that did not meet the application deadline of 12/31/20 will be decertified.*

10. Q: When can I approve a home in the Web Application?

A: *First, check the "Cleared Adults" tab to see if the individuals are showing on the clearance list and that they have a "Y" under eligible. If they do, go ahead and input the newly approved home information. If they show an "N" under "Eligible and Transfer," contact your [Children's Residential Regional Office](#) to verify that the individual has all three clearances. It's possible that the Web Application hasn't uploaded the new information. Please allow at least two weeks before contacting the Web Application Administrator.*

11. Q: What do I do if the home isn't listed on our Certified or Approved Homes tabs and they've been with us for a long time?

A: *You should check the "Decertified Homes" tab and "Rescinded Homes" tab to see if the home is listed. If they're showing on one of these tabs, go ahead and re-certify or re-approve the home. If they're not showing at all, then review your certified and/or approved homes lists. If you don't find it, certify/approve the home.*

12. Q: Why are some approval dates wrong?

A: *The day the home is entered into the Web Application automatically defaults as the approval date. Prior to the Web Application, new information was forwarded the following month by the date the home was entered automatically defaulted as the approval date.*

13. Q: Can the Web Application Administrator change the approval dates?

A: *No. The date the home is input in the Web Application will automatically default as the approval date. As long as you have the correct information on the certificate of approval, it'll be okay. Try to input the newly approved home information as you approve the home, instead of waiting until the end of the month or the beginning of the month to input multiple entries.*

14. Q: What is the correct way to name and enter a newly approved home into the *Web Application?*

    A: *The correct way of entering a newly approved home in the Web Application is by last name first, first name; then add RFH. If there are two parents or more, input them in alphabetical order. (Examples: Flintstone, Fred & Wilma RFH; or Flintstone, Wilma & Rubble, Barney RFH)*

15. Q: When a home relocates, do I need to add another home with the new address?

    A: *No, as long as a parent is associated to the home, the "EDIT" button will be LIVE. You are able to edit information: Name, Address, Phone Number, etc. **Please note that when you re-approve a home annually you are not required to re-enter the information.*

DECERTIFYING AND RESCINDING

16. Q: Why can't I decertify or rescind a home in the Web Application?

    A: *In order to access the "Edit" button, you need to ensure there is a cleared adult associated to the home. There is a restriction where the User/Agent cannot back-date beyond 30 days. If you don't meet the 30-day deadline, you can contact the Web Application Administrator who is exempt from the 30-day restriction. Don't forget to disassociate the individual(s) from the home on the Web Application.*

DISASSOCIATIONS

17. Q: How do I disassociate the individual from a home after decertifying or rescinding approval?

    A: *A prompt will appear in the FFA WebApp to disassociate any individuals in the home before decertifying or rescinding approval. To disassociate those individuals, complete the following steps:*
    1) Click "View All Personnel" link at the top of the page.
    2) You can search by Personnel ID or by Last Name.
    3) Click the "select" button. This will take you to the rescinded home.
    4) Click the "Disassociate" button and then confirm.
    5) Click the "Main Menu" link to take you back to the "FFA" tab.

18. Q: If I disassociate someone on the Web Application, will they be disassociated from the FFA?

    A: *Disassociating on the Web Application only disassociates the individual from the home, not the FFA. To disassociate an individual from the FFA, utilize the background check system, [Guardian](#).*

TRANSFERS

19. Q: If a home rolls over to a different FFA, can the home be transferred in the Web Application?

    A: *No. Resource Families must complete a new LiveScan to associate to a new FFA,*

and so the association cannot be transferred through the WebApp.
If a Resource Family transfers between facilities with the same Originating Agency Identifier (ORI), for example two sub-offices of the same FFA, contact the FFA WebApp Administrator to transfer the Resource Family.

20. Q: How can I transfer a home to another office within our agency?

A: *An individual may only be transferred between facilities if both agencies have the same ORI, for example two sub-offices of the same FFA. In order to transfer in this case, you must contact the FFA WebApp Administrator.*

21. Entering RF Capacity

A: *If a RFH has a capacity of 6 or less, enter the capacity in the provided space. If a RFH has a capacity greater than 6, contact the FFA WebApp Administrator in order to input the capacity. The FFA WebApp Administrator will provide more information as they assist with inputting the capacity in these circumstances.*

ANNUAL FEES/BILLING

22. Q: Why is the home listing attached to the bill different from what I actually have?

A: *The date the bill is printed is a screen shot of what homes the FFA had at that time. The bill is printed two months in advance. The bill will fluctuate up and down until the bill is paid. The RFH fee is $88 per home, and the annual fee is $1513. If you see a discrepancy in the bill, you should compare the list of homes to what is showing in the Web Application. If there are homes that need to be rescinded or decertified, you should correct it in the Web Application. If you are unable to edit the home information, you should contact the Web Application Administrator via e-mail. You will need to include their license number, facility name, home to be corrected, and contact information. As a reminder, you should not wait until the bill is due and take care of it ASAP.*

23. Q: What do I do if I never received my bill?

A: *LIS generates one bill and it's mailed to the Licensee's mailing address. The bill is printed around the same time every year, approximately two months prior to the license effective date. A copy of the bill cannot be generated. If you haven't received a bill, please contact your Children's Residential Regional Office immediately. A licensee can request a copy of the facility "Transaction History."*
Please ensure that the Licensee's mailing address is accurate to ensure delivery. Your Children's Residential Regional Office can correct this information in LIS if necessary.

24. Q: Why is it that when I pay my bill in full, it still shows a balance due?

A: *When you pay Annual/home fees and there is an outstanding fee due, the current payment will pay the past due fees first, and then the rest is applied to the current bill.*

25. Q: When are late fees assessed?

    A: Payment is due on or before the due date listed on the bill (this date usually corresponds with the anniversary date of the facility). If payment is not received on or before that date, it is considered late. The late fee is $756. It's generally billed on the following year's statement.

26. Q: Should I use one check to pay my Annual/home fees and Civil Penalty fees for all my locations?

    A: This is not recommended. It is best to write a separate check for each invoice. If you have an annual fee due as well as a civil penalty fee due, submit a separate check for each of these fees.
    Additionally, please write the facility number you are paying for on the check. If paying for a civil penalty, please include the facility number and invoice number (including a copy of the invoice itself is preferred).