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WV Purchasing Division



## A Child Welfare Software Built to Empower

Prepare in response to:

Request for Information (RFI) related to the Child Welfare Information System for the West Virginia Department of Health and Human Services RFI #BSS230000001

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## Introduction

Binti builds a modern, mobile-friendly Software-as-a-Service (SaaS) solution focused on driving measurable results and promoting quality practice in Child Welfare to ensure that every child has a fair chance at life. Binti's software can help West Virginia quickly achieve tangible results to improve the lives of vulnerable children including: increasing the total number of available foster care homes, reducing the time to certify those homes, increasing the percentage of kinship/relative placements, improving placement stability, and helping children reach permanency more quickly.

Binti is a cloud-hosted, mobile-friendly, web-based, modular software that provides portals for each stakeholder - state (and county in some states) agency workers, private providers, families, and children. These portals provide a curated experience that guides users through the actions they need to take in order to improve the experience, and facilitates communication and collaboration among stakeholders.

Binti's modular design and bi-directional API allows states to choose one or more Binti modules and then integrate with a state's legacy SACWIS or CCWIS system for seamless workflows. This integration reduces duplicate data entry, improves data quality, and allows a state to put value-added solutions into production in months, not years. Given the scope of this RFI, Binti recommends that West Virginia implement the following Binti modules: Licensing/Certification, Family Finding, Placements, Case Management, and Services Provider Management which will integrate with the state's current CCWIS. A more detailed understanding of the current CCWIS system's features and capabilities and the state's requirements for improved communication and collaboration will be important to assess whether all of these Binti modules are necessary and how the data will flow between Binti and the CCWIS to ensure data integrity, avoid duplicate data entry, and maximize efficient workflows.

Implementing these Binti modules will facilitate communication, collaboration, and documentation among the individuals providing services to children in foster care. Foster parents will be able to apply and renew their certification on-line, receive information about the child in their care, and collaborate with their case worker about the services, schedules, and permanency plan. State staff will be able to more quickly certify foster care parents, communicate with applicants about their requirements, communicate with providers and foster care parents about placement opportunities, and develop, track, and communicate with foster care parents, children, and service providers about the child's plan for permanency. Providers will document the placement of children and services provided.

With unlimited users and a solution designed for use by all stakeholders, the state will be able to track the placement status and services for each child in care including those children served by private providers. Binti includes federally mandated reports, as well as reports designed to provide the state insight into the outcomes of children, the performance of providers, the barriers to success, workload management, and equity issues. All data elements in Binti can be exported via API or a batch process to the state's Cognos data warehouse and reporting system.

## The Binti Solution

Binti is a web-based, mobile-friendly Software-as-a-Service (SaaS) solution that offers all-inclusive annual subscriptions to access each module with unlimited users, configuration services, and a help desk providing customer support. Our modules are designed utilizing a human-centered design process that involves extensive research and shadowing of staff, foster youth, and families across multiple states and jurisdictions. The configurable functions are easily customized and changed without requiring additional designers and engineers, ensuring that the software meets the unique needs of each agency. Binti continually updates its modules based on feedback from our Support and Customer Success teams, averaging 20 regular improvements and enhancements per week. Our bi-directional integrations maintain an accurate system of record for federal reporting and state management. Binti's Customer Success team works with agencies at no additional cost to identify, implement, and test changes, new features, and other improvements.

Binti's SaaS modules offer several advantages over more customized models such as custom-built solutions or Platform as a Service (PaaS) solutions:

- **Proven results:** Binti's human-centered design process has enabled us to develop modules that have achieved measurable results. For example, using Binti's Certification module, agencies have been able to approve an average of 30% more families in 18% less time each year, saving an estimated 20-40% of social worker time. Our modular solution empowers agencies to do their work more effectively, with proven results across both private and public agencies, at both the regional and state level.
- **Quick launch:** As a result of a thorough and thoughtful design process, Binti can configure and customize the software and launch quickly- in a few months rather than years.
- **Reduced risk:** Binti offers a low-risk and efficient solution to agencies with its proven modules that deliver quick wins. While other solutions on low-code no-code technology are associated with costly delays and change orders, Binti's modules are launched quickly and can be assessed annually for optimization upgrades without any additional investment beyond the license fee. Additionally, Binti has never had a customer discontinue using a module.
- **Ongoing improvement at no extra cost:** Binti provides regular updates and changes as part of the annual fee, with quick turnarounds of less than 2 weeks for updated forms and data fields. Binti never charges for updates or changes and leverages customer feedback and innovative ideas from agencies across the country to continuously enhance the software.
- **Aligned incentives:** Binti's annual license fee includes everything needed to launch and use the software, including configurations, customizations, and comprehensive support. This means that Binti's success is closely aligned with the agency's success, as Binti must continue to earn business by providing excellent user support, new features, and ongoing training and implementation assistance
- **Benefit from Binti's extensive customer base:** Agencies benefit from the large engineering team dedicated to Binti, thanks to its use in 400+ agencies in 34 states. Configurable to each agency's custom needs, Binti's shared platform allows for quicker iteration on new features, a benefit each agency can enjoy.
- **Enhanced collaboration to serve all youth and families:** Binti's SaaS solution fosters collaboration between public and private agencies that serve youth and families. All agencies can use the system with access levels carefully calibrated to their needs, providing a comprehensive view of all cases while ensuring that private agencies only see cases assigned to them. This integration of services enhances partnership and collaboration, ultimately leading to better outcomes for youth and families.

Binti's modules have been designed from the ground up to promote consistent and uniform collection of data from agency staff as well as private agency staff with access to the system. Common forms and required data fields are collected and integrated into the module, with careful attention that data collected for certification is consistent in format to data that must be integrated from other systems. Staff at public and private agencies then enter data consistently and the common forms and reports populate accurately. Additional forms and data fields may be added by private agencies, but none that conflict with common data fields or forms.

Binti's carefully constructed UI also promotes consistent application of data standards, by ensuring that key terms are applied universally and that complete, clear and mutually exclusive options are selectable from dropdown menus or checkboxes. Binti systematically monitors the consistency of data, and works with agencies to update and clarify options that are unclear or misused. Trainings and guides are created or updated to include instructions on the importance of data entry as needed.

The following section offers a more comprehensive summary of the recommended Binti modules for West Virginia.

# Binti Empowers Families through an Online Certification Application Process

**Binti's Certification Module** was our first module to go live and is used by 400 agencies across 34 states and serves approximately 38% of children in care in the US, including ten statewide implementations. This module consists of both an online applicant portal and an agency dashboard, helping agencies to recruit and approve more high quality families more quickly to provide care for youth. Due to the streamlined application process and systematic tracking and management of all processes online, agencies using Binti have seen a 30% increase in the number of certified homes (compared to the prior year baseline) and a reduction in time to license by 18% fewer days.

## Certification and Communication Portal for Families

The Certification Module's user-friendly applicant portal allows families to begin the application process simply by clicking a link and signing up. Applicants can complete all necessary paperwork at their own pace from any computer or mobile device. An intuitive user interface (UI) guides applicants to meet all requirements. All processes, forms, and data fields in the application will match West Virginia's forms and workflows. Once complete, documents are precisely replicated in PDF format, with information entered digitally and e-signed. If applicants prefer to use paper, all forms can also be scanned and uploaded. Similarly, private agencies that certify families will have their own customized binti portals with distinct branding. The family portal remains the hub of information over time including subsequent recertification requirements, updated contacts, and child profiles for each child placed in their home

### Improved Service Delivery & Communication

- User-friendly applicant portal allows families to begin the application process simply by clicking a link and signing up
- Complete ALL paperwork and requirements at their own pace online
- UI guides applicants through process
- Flexible e-sign for ALL stakeholders
- Want to complete in paper? No problem! Paper copies are easily uploaded into Binti
- Families own their progress, logout, return, edit, track and complete within their OWN portal
- Families enter data once. Binti's technology ensures an empathetic, streamlined experience

The screenshot shows the 'West Virginia Foster Parent Licensing Portal' sign-up page. At the top left is the logo for 'West Virginia Department of Health & Human Resources'. The main heading is 'West Virginia Foster Parent Licensing Portal' with a sub-heading 'Sign up to access the online forms and get started'. Below this is a 'Select Language' dropdown menu currently set to 'English'. There are four text input fields: 'First Name \*', 'Middle Name', 'Last Name \*', and 'Suffix (e.g. Jr, Sr)'.

The screenshot shows a 'Welcome' page for a user whose name is redacted with a black box. Below the name is a field for 'What is your phone number?' with a redacted number. A question asks 'Are you making an inquiry as a single applicant or two applicants?' with radio buttons for 'Single applicant' (selected) and 'Two applicants'. Another question asks 'How did you learn about our agency?' with a dropdown menu showing options: 'Advertisement', 'Event', 'Internet search', 'I'm a relative or family friend of a child involved with the foster care system', 'Social Media', 'Transferred from another agency', 'Word of mouth', 'Other', and 'I'm not sure'.

## Certification and Communication Portal for Families

Applicants can go back to the main dashboard to see the progress of their application, with the ability to click into each section and continue making progress or editing previously entered information. In addition, the dashboard highlights the milestones required for completion, such as the main application, supporting documents, background checks, training registration/completion, caseworker certification checklist, and more. Binti's Family Portal (within this module) provides contact information of the assigned caseworker, agency phone numbers, and surfaces the child's profile page when used in conjunction with Binti's Placements Module.

Binti's adaptable user interface monitors the family structure to ensure all adults residing in a foster home, or having significant contact are accounted for. Every adult in the household can access their personalized portal where they can view and complete necessary forms, obtain instructions, and upload essential documents. Real-time status on completed and outstanding requirements are visible to all adults in the household and caseworkers.

Once fully certified, families use the Family Portal to access their recertification application and update information, certifications, and training required for certification renewals. Binti fully automates the entire lifecycle of a family's tenure providing foster care.

### Improved Service Delivery & Communication

- Send instructions and reminder emails to other adults in the home and references
- Access critical agency contact and support information
- Assess progress and resume from the point of interruption with ease
- Monitor and obtain documentation from other adult occupants of the household
- Collaborate in real-time across teams, agencies and families
- References receive links to reference forms and complete them online in real-time

Welcome Orientation Initial Application Forms Remaining Requirements Confirmation

### Initial Application Forms

To begin, please click on a form title below. Your progress will be saved each time you click the 'save and continue' button. You can logout and return later if needed.

Forms	Progress
Foster / Adoption Application	✓ >
Statewide Central Register Database Check	● >
Request for Staff Exclusion List Check	● >
Fingerprinting Request & Consent Forms	>

### Add Adult Information

Please note that changes made here to the Adult's name will not alter form names on the Documents page.

First Name \* Middle Name

Last Name \* Suffix (e.g. Jr, Sr)

Role in Household

Living in the home

Regularly present / Frequent Visitor

Short-term care provider

Overnight extended care provider

Adult child living in the home

Joined the home \*

04/03/2023

### West Virginia Licensing Renewal

Recertification in Process Recertification Documents Confirmation

### Recertification Documents

Forms	Progress
Register for Annual Training	>

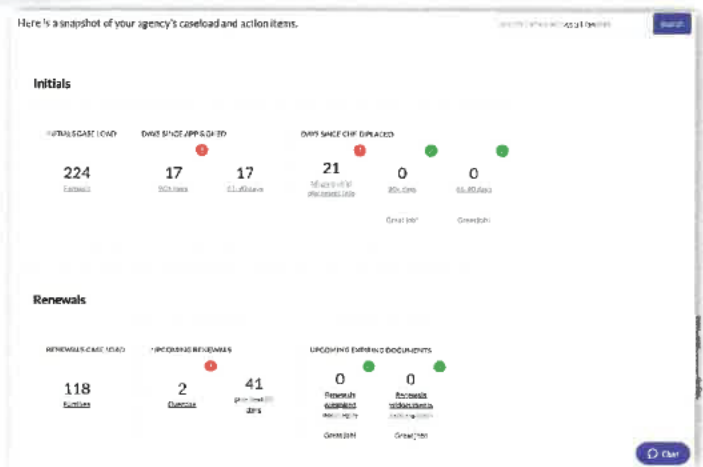
# Binti Certification Module Reduces Caseworker Administrative Burden

The Binti staff portal and dashboard drive improved outcomes by surfacing essential information on each applicant, enabling staff to see in real-time where an applicant is in the pipeline and what items are outstanding (forms, supporting documents, references, medical clearance, training, background checks, case worker forms, and others). Staff, supervisors, and administrators can select from multiple filter options to help prioritize their time on applications needing immediate attention and quickly sort applicants by multiple characteristics. Configurable reminders allow staff and applicants to set email alerts that match their work style and help them keep moving applications forward.

## Certification and Communications Portal for Staff

In Binti, each staff member can easily access an overview of their assigned Applications on their homepage, allowing them to gain a broad understanding of the pipeline and progress. By clicking on the dashboard hyperlinks, they can obtain a more detailed view of the progress completion for each application, including form submission, document upload, reference completion, background checks, training, and agency forms such as home checklists, and home study progress/completion.

Binti provides real-time access to all information entered by applicants. When an applicant submits an online inquiry, their profile is instantly created in Binti, and a notification email is automatically sent to your designated recruitment team/person. This allows completed forms to be quickly and easily reviewed or downloaded without delay. Similarly, Binti displays staff actions such as training attendance, background check entries, casenotes, and forms, including the home study, as a percentage of completion. This information is updated in real time, making it easy to track progress and ensure that all necessary tasks are completed efficiently and accurately.



0%	40%	33%	0/2	4/10	1/3
Background	Background	Background	Background	Background	Background
Applicant Forms					
TITLE			STATUS	DOCUMENT	
Caregiver Application				Download Application Form	
Health Questionnaire				Waived 03/22/2023 by Tara Laine	actions
Statement Acknowledging Requirement to Report Child Abuse				Exception granted	
Sign for Voluntary Waived Applicant				Download Home Study Form	

Family	Workers	Applicant Forms	Supporting Docs	References	Training Hours	BG Checks	Agency forms	Days since app signed	Actions
		33%	100%	100%	4 / 10	0 / 3 Needs examination	50%	42 days (02/20/2023)	Actions
		99%	30%	2 / 4	4 / 20	100%	16%	38 days (02/24/2023)	Actions
		33%	0%	0 / 4	0 / 20	0%	0%	47 days (02/15/2023)	Actions

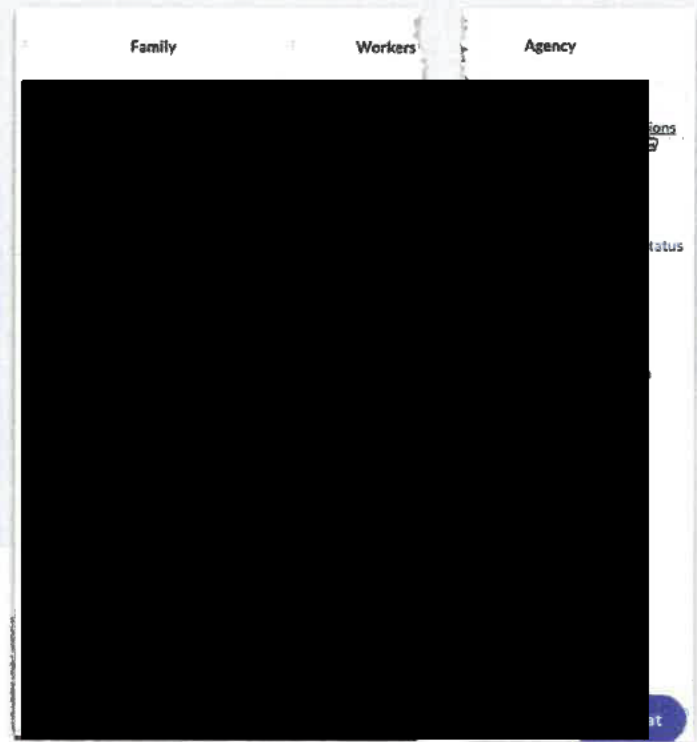


## Certification and Communication Portal for Staff

Like the applicant-facing portal, staff can click into each requirement section, view documents, and complete/electronically sign forms. Multiple access levels allow administrators to access all families, supervisors to see their supervisees' families, and workers to see their cases. In addition, different access levels are available for private agency staff or regional office staff responsible for parts of the application. Binti tracks all aspects of the certification process and monitors it seamlessly online. Integrated background check requirements ensure clearance standards are met on every adult in the home. No one falls through the cracks. If needed, real-time training attendance is easily captured by granting access to contracted staff who take attendance and monitor progress. In addition, staff record, screen, assess and document the response, investigative steps, and disposition of all foster home complaints in Binti.

By reducing duplicative entries, streamlining workflows, and easy-to-follow prompts for workers, Binti saves social workers time at every step of the process. Information must only be entered into the system once and will automatically populate all required fields throughout the entire Binti system. In addition, any information entered into the system will automatically populate all required forms, saving workers from manually entering the information necessary for every field.

Real-time collaboration between teams, supervisors, managers, and private agency partners is seamless with Binti. This enables a smooth and efficient exchange of information, facilitating better communication and collaboration.



### Case Notes

Allina Townrow

Case note was successfully created.

Author	Case Note Date	Case Note Type	Contact Method	
Lisa Shipley	03/29/2023 <small>Created 04/05/2023 at 11:45:26M</small>	Support services	Other	Support service type: Furniture Dollars spent: \$35.00 We dropped by Allina's home an
Lisa Shipley	03/23/2023 <small>Created 03/23/2023 at 10:47:51M</small>	Recruiting	Phone Call	Allina stopped by our recruiting

[← Back to Requirements](#)

**Home Health & Safety Requirements**

- ✓ General Info
- ✓ Home & Grounds
- ✓ Bedrooms
- Outdoor Activity

## General Info

An applicant must meet the required home health and safety assessment standards to become approved as a Resource Family, and once approved, must continue to meet the standards to maintain the approval. Instructions - To be completed by RFA program staff for the purpose of approving an applicant as a Resource Family, updating an existing approval, or as determined necessary by the County. This form may also be used as a guide when assessing the safety of the home for an emergency placement pursuant to Welfare and Institutions Code section 309 or 361.4.

Name of County or Agency \*

Charleston County

## Certification and Communication Portal for Staff

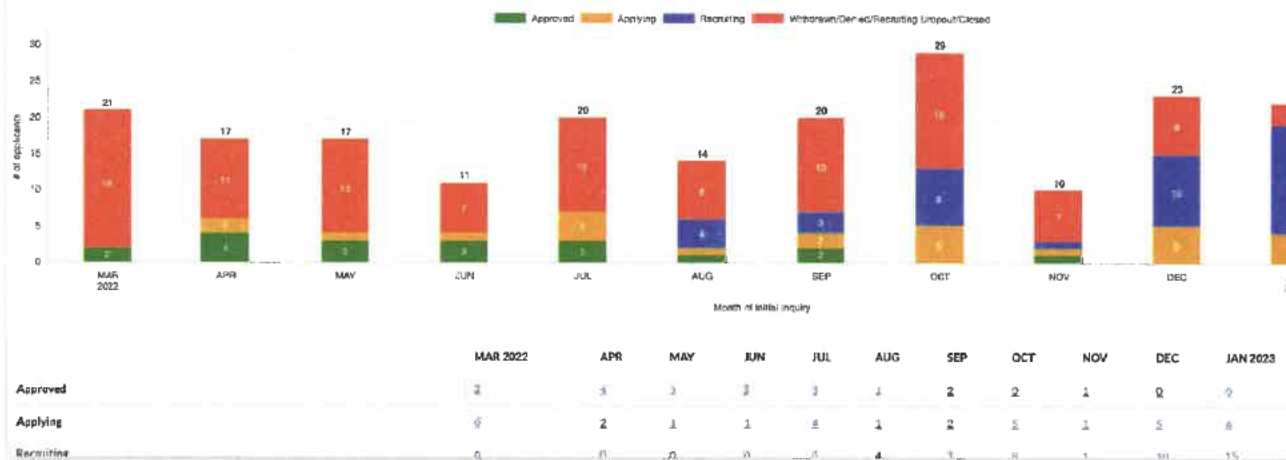
Binti's insights from all our agencies and users have helped us develop a unique set of built-in reports that allow you to identify barriers, track trends, and manage staff performance and workload. Reports include filtering options, and many can be adjusted to highlight the most relevant information based on user needs and preferences. In addition, many reports include clickable data that will surface the families referenced in each report section. We've integrated this powerful reporting functionality across all modules.

### Improved Service Delivery & Communication

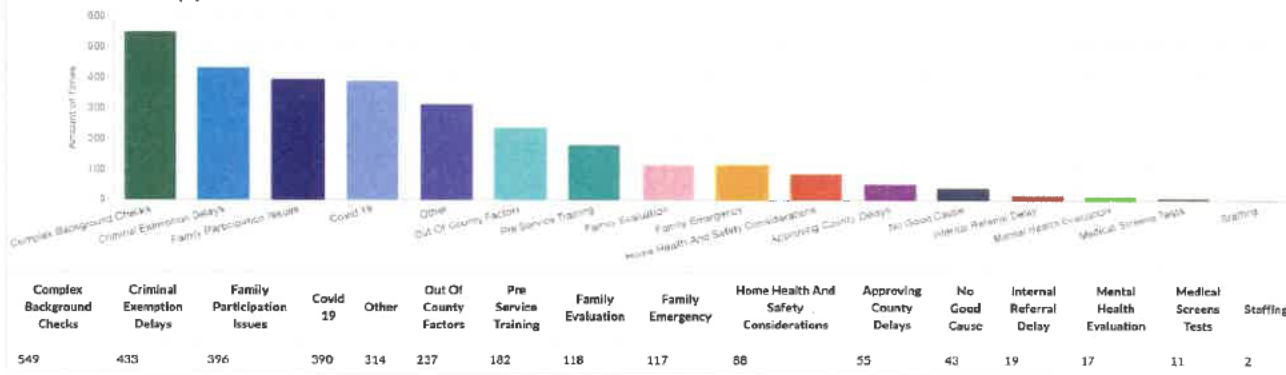
- Built-in reports allow users to identify barriers, track trends, and manage staff performance and workload
- Reports come equipped with dynamic filtering options
- Powerful reporting functionality is integrated across all modules



### Recruiting Progress



### Barriers To Approval



# Binti Placements Module Insures the First Placement is the Best Placement

**Binti's Placements Module** helps agencies find and reach out to the best family for every child as quickly as possible. Finding the best placement option helps reduce disruptions and increase the potential for permanency. This module includes a worker home page with quick views into active cases and tools that facilitate sibling placement and proximity to the community of origin. A dashboard allowing agency workers to view all families (including kinship, private agencies, and group homes) appears as a table view along with their capacity, availability, location, and child preferences. Workers can quickly sort and filter placement options based on capacity, availability, location, preferences, and special flags (e.g., emergency placement, medically trained, and respite provider).

## Placement Module

Binti's placement module encompasses all provider types, including all private agencies, state-certified family homes, and kinship families, with seamless flow of communication and collaboration.

Binti tracks all child referrals received and has multiple filters, including age, gender, ethnicity, and geography as well as the ability to track the performance of child placing agencies. Binti shows agencies which referrals resulted in placement with agency families and those not accommodated. On the product improvement roadmap for the current year are enhanced matching features to include the strengths and interests of youth and caregivers.

With the goal to increase placement stability, Binti provides configurable, smart-matching technology that prioritizes keeping siblings together, staying in the community of origin, and remaining in the same school. With Binti's Placements Module, more sibling groups are placed together in the right home the first time.

### Children

AWAITING PLACEMENT (1) | IN CARE (10) | PERMANENCY (EXITS) (0) | NON-PERMANENCY (EXITS) (0)

Photo	Child Name	Sibling Names	Level of Care
[Redacted]	[Redacted]	[Redacted]	Standard Care
[Redacted]	[Redacted]	[Redacted]	Standard Care
[Redacted]	[Redacted]	[Redacted]	Standard Care
[Redacted]	[Redacted]	[Redacted]	Transitional Age Youth Project

### Matching Families

CURRENTLY SEARCHING FOR

Name	Age	Primary Language	Gender	Sex Assigned At Birth	Ethnicity	Behavior And Medical	School	Placement Recommendation
[Redacted]	8	english		Male	Black or African American - Other Black or African American	Experienced neglect; Experienced physical abuse; Family visitation or contact	[Redacted]	Missed
[Redacted]	10	english		Female	Black or African American - Other Black or African American	Experienced neglect; Experienced physical abuse; Family visitation or contact	[Redacted]	Missed

COUNTY FAMILIES (35) | RELATIVE-ONLY FAMILIES (0) | PRIVATE AGENCIES (0) | IN STATE CONgregate CARE (0) | OUT OF STATE CONgregate CARE (0) | MAP VIEW (26)

Name	Contact Information	City	Can foster this child?	Availability / Capacity	Sex And Gender Open To	Ages Open To	Ethnicities Open To	Characteristics Open To	Distance From School	Distance From Community of origin
[Redacted]	[Redacted]	[Redacted]	[Redacted]	Updated 19 minutes ago	Gender open to: Female, Male, Transgender, Non-binary Sex assigned at birth: open to: Male, Female, Intersex	Approved for 0-21	No Preference	<ul style="list-style-type: none"> <li>Depression</li> <li>History of mental illness</li> <li>Non-ambulatory</li> <li>Oppositional defiant disorder</li> <li>Vision impaired</li> </ul>	2 miles away from Mase...	3 miles away from Client's community of origin
[Redacted]	[Redacted]	[Redacted]	[Redacted]	Updated 19 minutes ago	Gender open to: Female, Male, Transgender, Non-binary, Not listed above	Open for 0-21	No Preference	<ul style="list-style-type: none"> <li>Academic Delays</li> <li>Asthma</li> <li>Conduct disorder</li> <li>Experienced physical abuse</li> </ul>	2 miles away from Mase...	3 miles away from Client's community of origin

Denisha Loozdale 517-610-1234 | +12025347553 | elopezdale5@elickr.com | Lincoln

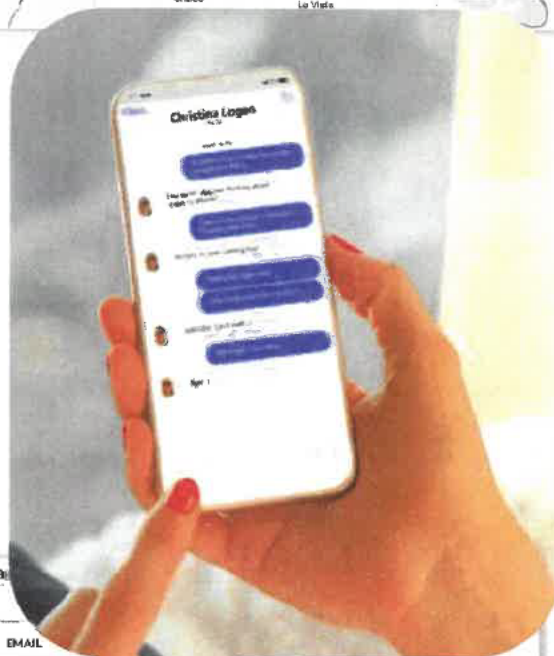
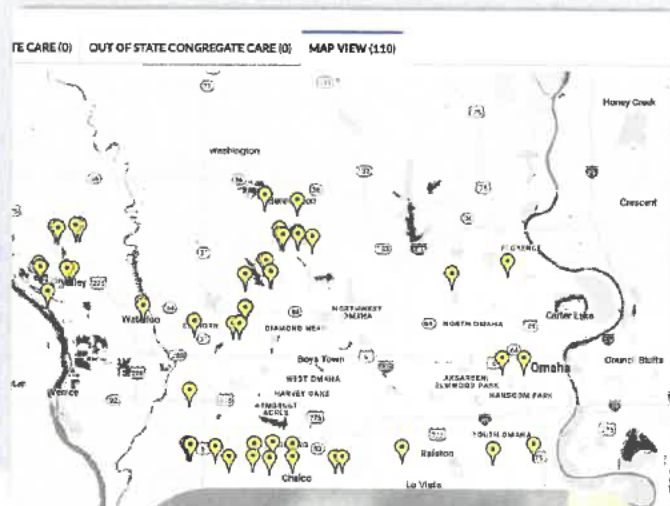
## Placement Module

Bulk email and mass text functionalities empower workers to conduct outreach efficiently and effectively. With these features, staff can send select child placement information to a group of families simultaneously at the click of a button. All replies are captured within case notes, enabling easy tracking and precise documentation. Placements teams can also enter call logs from calls/emails/interactions with families/private agencies/group homes related to finding a placement for a child. Streamlined mass communication empowers agencies to reach families with ease.

Workers make a child's profile page available to the placement through their parent portal at the time of placement. The profile page includes valuable medical, visitation, and transition planning information. Each child's profile page surfaces important and relevant dates for a child/case for the worker. Workers easily see all material necessary for consideration before they transition a child. Binti highlights each child's needs, characteristics, and preferences as well as school and community of origin, age, needs related to the child's physical, mental, and emotional health, and any siblings the child might have

### Improved Service Delivery & Communication

- Search matching families based on a child's characteristics, the family's location, preferences, and ability to take sibling groups
- Simultaneously contact multiple potential placement through mass email and text messaging
- The dashboard displays all search and communication activities, preventing workers from duplicating efforts
- Entering a return to service date will automatically remove voluntary holds, sparing workers the need to manually update family availability.
- Track various types of placements, such as Group Homes, Residential Facilities, and all types of families, including kinship and fictive kin
- Keep siblings together by routinely reviewing sibling placement prompts and using Binti's one-click dynamic sibling placement searches
- Binti's bi-directional API ensures data is entered once, flowing between systems as needed



Availability message

Recipients		
NAME	EMAIL	PHONE
Pietrek Tindley	gtindley@wv	(209) 549-6483
Dorothy Logesdale & Erwin Logesdale	elogesdaleSt@flickr.com	(209) 534-7353

How would you like to reach these families?

Email

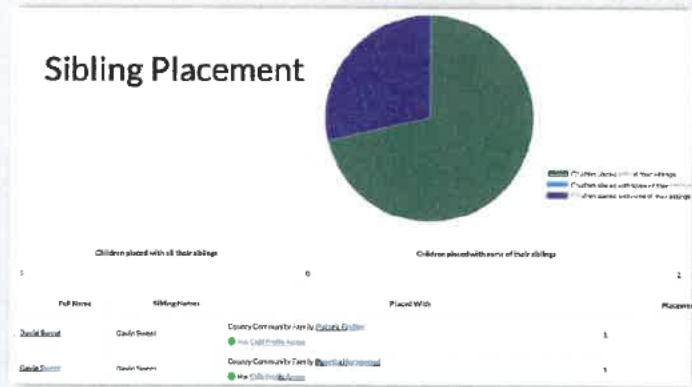
SMS

Draft SMS Message

There is a 8 year old boy in the care of Wellness County in need of placement. If you would like to learn more, please call me at (209) 534-7353 or email me at tara-learnersanbox@binti.com.

## Placement Module

Robust reporting measures programmatic impact and guides decision-making. For example, workers see which children are placed in family homes vs. private agencies vs. group homes by demographics. The Family Contact Report demonstrates how recently and frequently each family is contacted for placement. Report data also provide clear statistics on the number of times called vs. the number of affirmative responses. Additional data show placement success through the Time to Placement Report and Time in Home Report, providing insights into how long it takes to find placements for children and the length of time children remain in their placements.



All data in Binti is easily exported via CSV or integrated via API with other systems (e.g. Cognos) so that single reports can be derived from multiple data systems.

### Time to Placement

Child Name	Worker Assigned to Placement Search	Type of Search	Date Placement Requested	Type of Placement	Name of Placement	Length of Time to Placement	# of County Families Called
Clemmie Becker	Lisa Shiply	Initial Placement	03/20/2023	County Family	<a href="#">Schuyler Newet &amp; Omar Newet</a>	0 Days	10
Kendra Becker	Lisa Shiply	Initial Placement	03/20/2023	County Family	<a href="#">Schuyler Newet &amp; Omar Newet</a>	0 Days	10
David Sweet	Sarah Smith	Initial Placement	12/01/2022	County Family	<a href="#">Pietrek, Todley</a>	104 Days	2
Gavin Sweet	Sarah Smith	Initial Placement	12/01/2022	County Family	<a href="#">Benetta Horsewood</a>	104 Days	2
Brian Parks	Lisa Shiply	Initial Placement	11/15/2022	County Family	<a href="#">Shyla Clyford &amp; Personal Clyford</a>	120 Days	3

### Family Contact Report

Name	Ethnicities	Last Contacted At	Calls - Last 12 Months (# responded yes / total)
<a href="#">Dorothy Lozesdale &amp; Erwin Lozesdale</a>	White or Caucasian	<a href="#">about 8 hours ago</a>	1/1
<a href="#">Massimiliano Nicotri</a>	White or Caucasian	<span style="background-color: red; color: white; padding: 2px;">Administrative Hold from 03/01/2023</span> Complaint Investigation	0/0
<a href="#">Carolyn Dealay &amp; Trish Dealay</a>	White or Caucasian	<a href="#">Never contacted</a>	0/0
<a href="#">Bernadine Hankury</a>	White or Caucasian	<span style="background-color: red; color: white; padding: 2px;">Voluntary Hold from 03/29/2023</span> until 04/26/2023 Vacation	0/0
<a href="#">Reagan Davlew &amp; Kathleen Davlew</a>	Black or African American	<a href="#">Never contacted</a>	0/0
<a href="#">Cathy Middleweek</a>	Asian - East Asian	<a href="#">1d ago</a>	0/1

### Placements History Report

*'Days in Home' and 'Days in Respite' columns reflect nights in care. For example, a placement that starts on 4/12/21 and ends on 4/14/21 will be two 'Days in Home' in this report.*

Worker Assigned	External Child Id	Child Name	Date of Birth	Child Age (as of report start date)	Gender	Level of Care	Ethnicity	Current Placement Name	Placement Type	Program Name	Date of Placement	Days in Home (including respite)	Days in Respite	Date Placement Created	Date Placement Last Updated
Lisa Shiply															

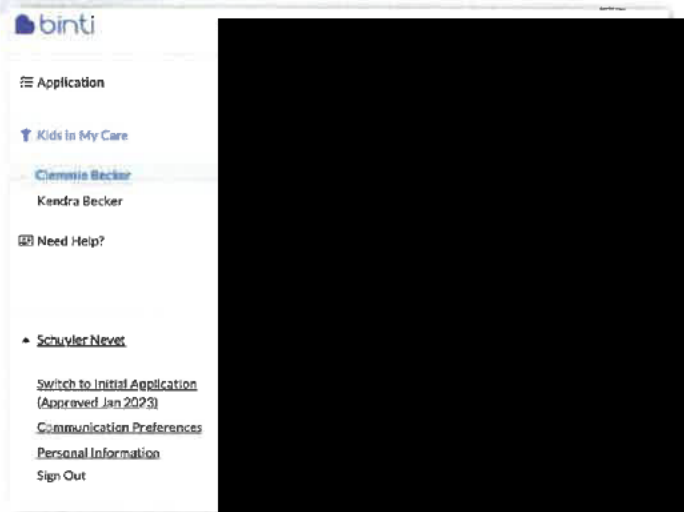
# Case Management Module Streamlines Administrative Tasks and Communication

Binti's Case Management Module empowers agency staff to manage and coordinate their caseload to achieve safety, permanency, and well-being for children and families. Case management workers see the children on their caseload, when their next visits are due, and when other requirements are due (medical visits, form due dates, and others). They complete their work online and electronically sign documents. The Family Portal leverages many of the built-in, proven features of Binti's Certification and Placements Modules, including form completion, document upload, and critical information sharing on children placed in their homes.

## Case Management and Coordinated Care

Case management workers can see their caseload of children, including demographics, child photo, child name, current placement, level of care, and requirements due, with a color-coded dashboard that helps workers prioritize what is overdue and coming due soon. Case Management also includes tracking client and family programs such as transition-age youth. Binti sets the requirements and schedules specific to your agency.

A dedicated requirements page includes the ability to complete regularly scheduled requirements and electronically sign within the platform. Staff can enter special or ad-hoc events that generate a corresponding form for them to complete or upload. Miscellaneous documents and essential documentation (such as a child report card) can also be uploaded and stored in one comprehensive location.



## Improved Service Delivery & Communication

- Payments report is easily accessible, displaying critical rate, payment, and demographic info
- Rates are configured based on data such as age, level of care, and region
- Nuanced calculations adjust automatically for changes in circumstance, such as placement in respite care or demographic criteria changes
- Real-time access to accurate payment information



Child First Name	Rate Period End	Date of Placement	Days	Respite	Pay Home - Rate	Pay Home - Total	Bill County - Rate	Bill County - Total	Agency Total
[REDACTED]	[REDACTED]	[REDACTED]	12	No	\$750.00	\$290.32	\$1300.00	\$503.23	\$212.91
[REDACTED]	[REDACTED]	[REDACTED]	12	No	\$650.00	\$251.61	\$1100.00	\$425.81	\$174.20
[REDACTED]	[REDACTED]	[REDACTED]	31	No	\$500.00	\$500.00	\$900.00	\$900.00	\$400.00
[REDACTED]	[REDACTED]	[REDACTED]	31	No	\$750.00	\$750.00	\$1500.00	\$1500.00	\$750.00

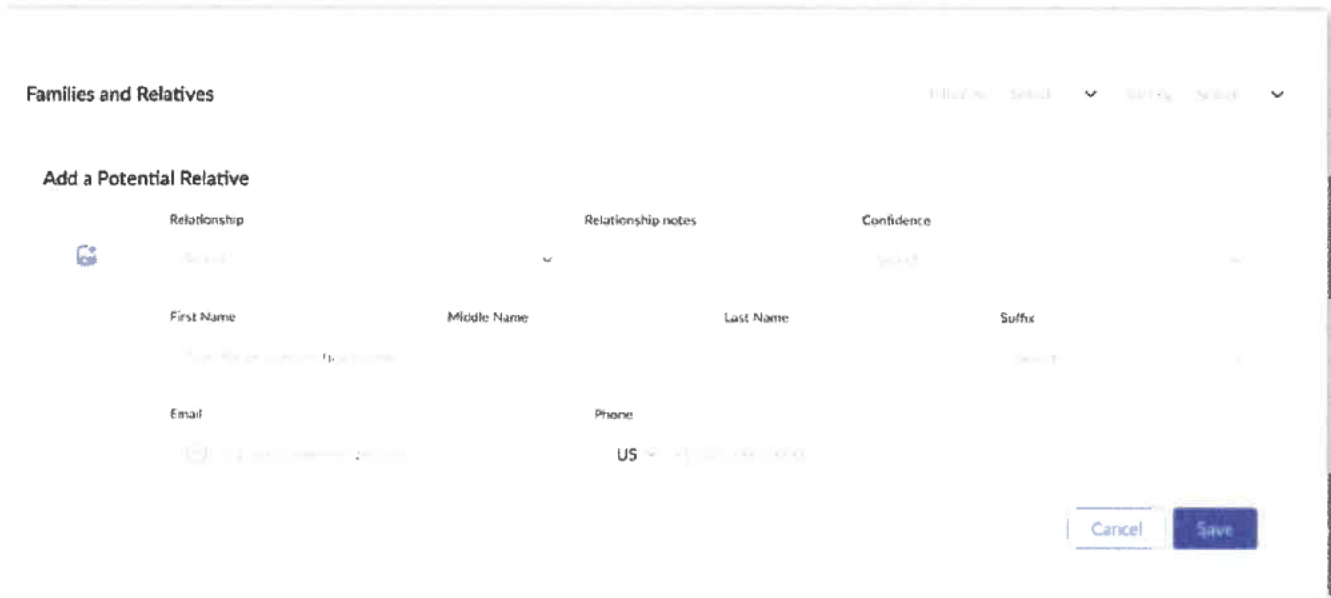
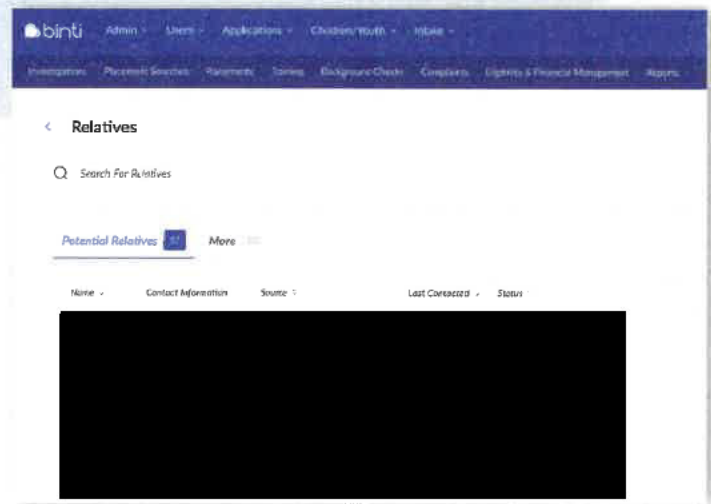
# Family Finding and Engagement Ensures Connections and Supports for Every Child

Binti's Family Finding and Engagement Module delivers a streamlined workflow that allows for search, documentation, outreach, engagement tracking, and verification. Case workers can access a relationships dashboard showcasing all of a child's relationships and their support preferences including placement. Family finding can help states achieve their kinship placement and prevention goals.

## Family Finding and Engagement

Binti's software streamlines the family finding process for case workers by enabling them to conduct diligence searches across various online databases and social media sites within the platform itself. This powerful feature eliminates the need for workers to leave the Binti platform and significantly reduces the time and manual effort required to locate relatives and kin. With just a few clicks, case workers can effortlessly import relevant information about family members directly into Binti.

We have developed a unique genogram software that automatically creates a family tree, documenting relationships and highlighting areas that require more attention. This powerful tool saves your caseworkers valuable time while mapping out opportunities for relational support. The genogram can be easily printed and used as a visual aid in the field or shared with a youth aging out of care, providing them with a clear understanding of their family connections.

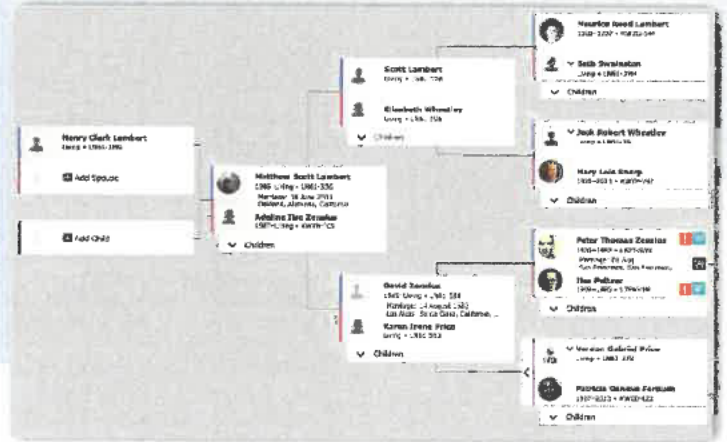


## Family Finding and Engagement

With our templated bulk outreach feature, caseworkers can efficiently notify dozens of relatives and connections with just one click. This feature allows workers to send bulk emails and texts or print notification letters in bulk, with all outreach activities automatically recorded in the system. Caseworkers can also set periodic reminders to follow up with specific connections. By utilizing this automated and digitized outreach system, your caseworkers can stay organized and save valuable time and effort.

### Improved Service Delivery & Communication

- Workers can now search across various online databases and social media through Binti directly in order to identify a larger list of potential kin members
- Easily track all family finding efforts in one place, documenting identified connections, outreach efforts, and the level of supportive engagement a relative or fictive kin is interested in
- Permissioned access between various roles and modules allow for seamless collaboration
- Document and track verifications and background checks completed on a child's connections



Name	Relationship	Confidence
AD	[Redacted]	[Redacted]
RP	[Redacted]	[Redacted]
LA	[Redacted]	[Redacted]

### Background Checks for Yoshiko Pagac's Household

Adult Name	Role	Background Check	Logged By	Status	Date	Notes
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	MM/DD/YYYY	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	MM/DD/YYYY	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	MM/DD/YYYY	[Redacted]



# Service Provider Management Eliminates Gaps in Services

The **Services Referral and Management module** enables caseworkers to refer services to eligible service providers. Within the platform, caseworkers can create services for their clients, including children, biological families, and foster families (individual or group), and issue referrals to appropriate service providers. Service providers are notified of referrals and can manage ongoing service delivery through their own Binti portal. All relevant data is entered and tracked within the system and can be easily exported and reported to other systems as needed.

## Services Provider Management

After further design consultation with West Virginia, caseworkers may be granted access to provider availability information within Binti, enabling them to make informed decisions about issuing referrals to one or multiple service providers. By entering and updating provider availability information in the platform, DHHR can gain valuable oversight over gaps in overall availability, such as statewide waitlists for therapy offices. This feature will allow caseworkers to optimize referrals by directing them to service providers with active availability, improving the overall efficiency and effectiveness of the referral process.

Additional metadata from service providers and service recipients further enhance the efficacy of service delivery. For instance, the platform could potentially import addresses for service providers and recipients, allowing caseworkers to filter services based on distance and reduce travel time for recipients. This could include filtering for therapy providers within a 20-mile radius, for instance. Similarly, if Binti can import service providers' operating hours, caseworkers may be able to identify services that better align with a family's schedule, such as only finding parenting classes that start after 6pm. This approach can also help ensure eligibility requirements and criteria are met.

## Services for Carlo Adam Ferry Sr.

Create New Referral

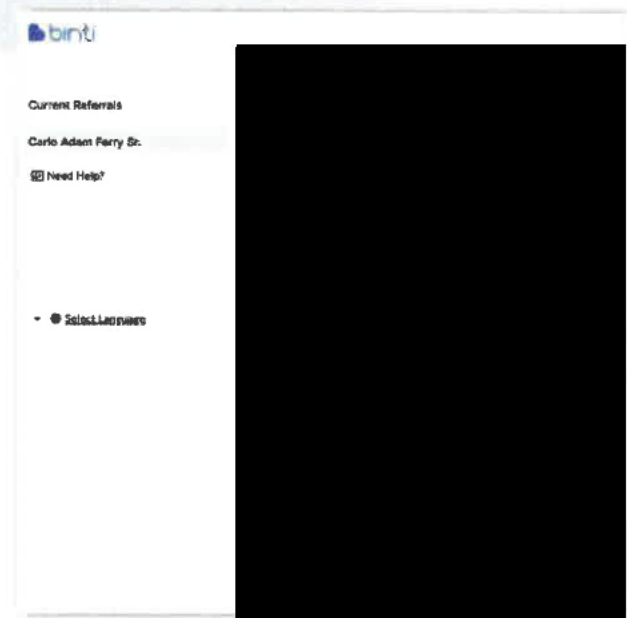
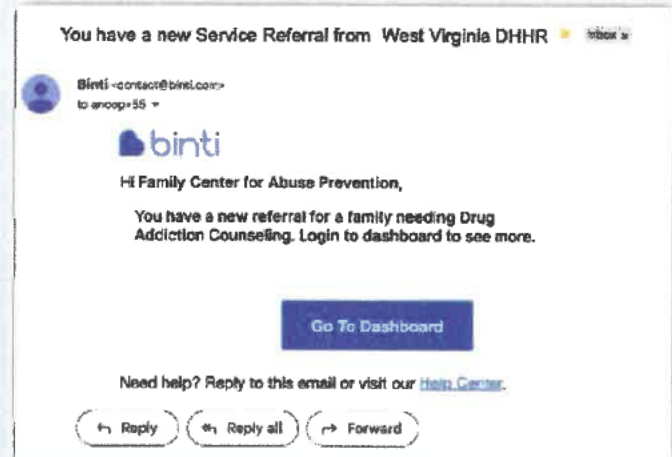
Service Categories	Service Name	Provider Name	Service Referred?	Service Referred Date	Service Accepted	Service Accepted Date	Service Frequency	Details	Start Date	End Date	Billable Amount (Per Occurrence)
[Redacted Table Content]											

## Services Provider Management

Binti offers a unified dashboard to monitor all services provided to a person or group, displaying important milestones such as service referral and acceptance dates, start and end dates, and more. Additionally, the Case Management module includes billing tracking functionality that can be tailored to different service plans or care levels through custom rate tables. These tables can calculate reimbursement rates based on variables like service delivery dates, child age, and placement type. Alternatively, data on referred and rendered services can be exported as CSVs for use in other billing and claims management platforms.

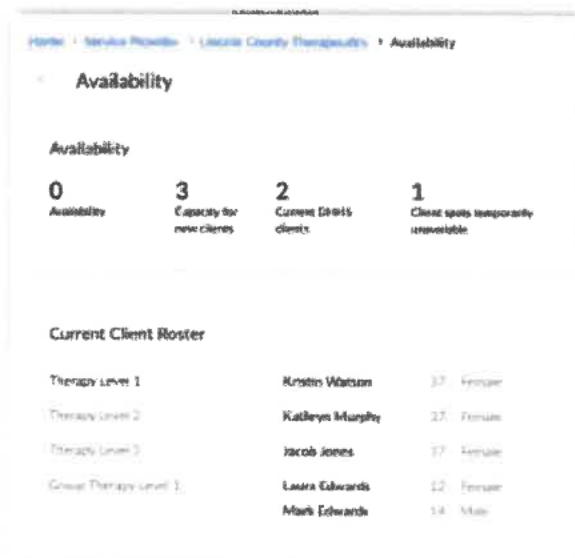
Service providers will receive new service referrals to their preferred means of communication, either email or text message outreach. Communication frequency (e.g., initial outreach, reminder emails) can be configured by system administrators. Once received, service providers will be prompted to log in to their Binti portal to view and action their referral. They will also be able to see a summary of all referrals and will be able to adjust their availability. Having all data transferred through and entered in Binti eliminates the need for non-secure downloading and sharing of documents via email and/or fax.

Additionally, Our availability calculation feature automatically tracks provider openings, saving staff valuable time by enabling them to target referrals to service providers with available openings. This ensures that referrals are directed to providers who can accommodate new clients, reducing the likelihood of wasted time and resources.



## Improved Service Delivery & Communication

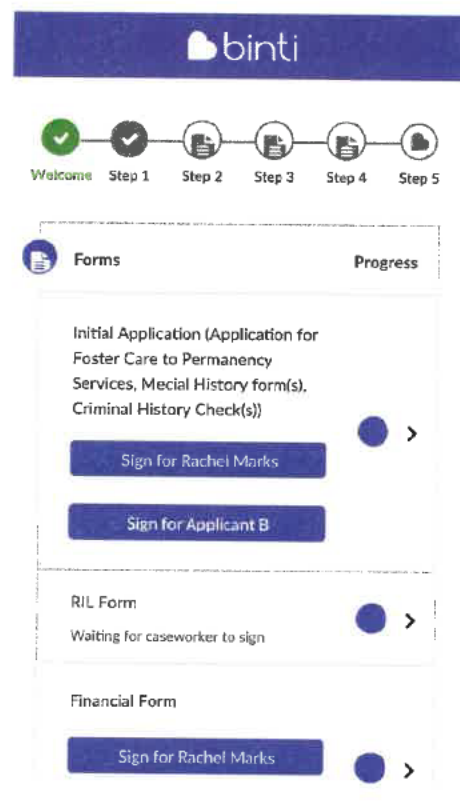
- Create a new referral for services within Binti specifying the service, category, frequency, duration, and funding source, among other variables
- Easily track all services by individual or group and by provider
- Identify service provider gaps and optimize resources



## Cross-Module Features and Functionality

In addition to the specific features outlined in above for each module, the following functionalities are found within Binti across all modules.

- Automated data population:** The software streamlines data entry by only asking questions once, regardless of how many times the question appears in various forms. Information entered from external user portals automatically populates in the system and on exact replicas of an agency's forms in PDF format. This eliminates the need for staff to re-enter information, saving time and reducing errors.
- Fully Mobile Access:** Binti's web-based software is accessible on any device, including mobile for use on laptop, tablet, or phone. Users can create or access their account using their secure login credentials (email and password) from anywhere, allowing for easy access and convenience. *Screenshot, right.*
- Flexible progress tracking:** Binti's software allows users to save their progress at any point in the process and continue later from any device. Users can skip sections and return to them later, work through the process at their own pace, and see useful visual cues indicating progress and any remaining sections that need to be completed. Complex processes are broken down into manageable steps to make it easier for users to complete the required information.
- Easy document uploads:** With Binti, users can conveniently upload documents using various methods, including scanning or uploading from a mobile device. They can even take pictures of physical documents and mark them as complete. The software also features a simple "drag and drop" function for easy uploads. Users have access to all their completed and outstanding documents for a comprehensive view of received documentation. Using the API, Binti can integrate with a state's document management system such that documents within Binti (completed by families or caseworkers) can then be backed-up and accessed within other systems.



## Documents

Valry Karmel's L&D  
Sandbox (Applying)

Edit References

Edit Children in Home

Documents

Case Notes

BG Checks

Pre-approval Placements

Training Logs

Show in dashboard

Refresh calculators

Regenerate All Training Requirements

0%

AGENCY FORMS

4 / 10

TRAINING HOURS

1 / 3

BACKGROUND CHECKS

80 days

DAYS SINCE APPLICATION SIGNED

No child

DAYS SINCE CHILD PLACED

PDF of Documents

## Applicant Forms

TITLE	STATUS	DOCUMENT	ACTIONS
Caregiver Application		Signed on 01/20/2023 <a href="#">113748400.docx</a> (created Apr 10, 2023) <a href="#">delete</a>	<a href="#">Waive</a> <a href="#">Upload</a>
<a href="#">Health Questionnaire</a>		Waived 03/22/2023 by Tara Lain <a href="#">edit</a> <a href="#">delete</a> Exception granted -	<a href="#">Waive</a> <a href="#">Upload</a>
Statement Acknowledging Requirement <a href="#">Sign for Valry Karmel (applicant)</a>		<a href="#">Download Incomplete Form</a>	<a href="#">Waive</a> <a href="#">Upload</a>

- **Automatic email notifications:** Staff and other users can customize email notifications to receive notifications to suit their work style (e.g. when a new investigation is assigned to them)
- **Full e-signature capability:** Binti's software offers full e-signature capability, allowing workers, families, and supervisors to sign forms within the software. This eliminates the need for physical printing, facilitates completion of documents entirely online, and saves the agency from purchasing a third-party e-signature software. An electronic audit trail is generated and attached to the signed PDF for record-keeping purposes.
- **Continuous multi-channel support:** Binti has a full-time in-house customer support team accessible in both English and Spanish from Monday to Friday between 9 am and 10 pm EST, with consistent response times via live chat below 12 seconds. An informative Help Center is also available on-demand and includes: frequently asked questions, screen shots, step by step instructions, and short walk-through videos.
- **Robust user permissions:** Binti's permissions system determines the information visible to users on their dashboard, with agency workers only seeing their own cases unless they have been granted higher access levels. Certain functions may be hidden or read-only based on user permissions. Only users with admin permissions can provision and deprovision accounts.
- **Access to all completed forms/docs:** Depending on their permissions, agency users can view all forms associated with a case. Workers can download and print all materials including signed forms as well as supporting documents.

## RFI - Specific Questions

### 3.2. Specific Questions

#### 3.2.1.

How would the web-based communication system ensure that access to utilize the child welfare information technology system is available to only those parties with legal responsibilities to care for and support the foster child?

Binti has invested significant effort to ensure that our data model promotes maximal usage of data elements while ensuring tight permissions and access controls across users. We have designed our systems to be flexible while also ensuring that data elements are stored in structured, interoperable formats, especially when it comes to data that is needed in other systems (e.g. PATH) or data that is needed for reporting and analytics.

Binti's backend permissions and access controls system (commonly known as role-based access controls, or RBAC) is designed to allow for complex agency network relationships while ensuring that access to sensitive data is restricted to only those who need to see it. Binti's robust permissions ensure that family applicants are only able to access their own information/portal- even other adults or references in the process are only able to see their own data.

#### 3.2.2.

Access must be automated with the existing comprehensive child welfare information system (CCWIS) in order to avoid information being entered into two separate systems.

Binti has developed a strong Application Programming Interface (API) that facilitates a streamlined and consolidated data input process, thereby minimizing redundancy. Our API allows for bi-directional data flow and has been used to interface with other large data systems. Binti's API is HTTPS-based, speaks JSON and XML, and conforms to RESTful principles. The API supports soft real-time bidirectional data synchronization between Binti and other systems. Binti also supports Single-Sign On (SSO), which can allow for a singular access point for a more streamlined user experience.

#### 3.2.3.

How would the web-based communication system archive communications for the purpose of running reports on responsiveness by parties utilizing the system?

Binti includes an automated audit trail by date and time stamping each transaction that occurs in the system by user and action. Many communications generated by the system (e.g. a text message or email sent to prospective placements about a child) would be time-stamped and logged as accessible casenotes.

3.2.4.

How would the web-based communication system complement the existing CCWIS for the purposes of controlling access to those parties with legal responsibilities to care for and support the foster child and to archive the communications for purposes of discovery or other reasons?

Binti establishes user profiles and role-based security based on the state's requirements and can mirror and/or complement the existing CCWIS roles to control access to those parties with legal responsibilities to care for and support children in foster care.

For example, it allows for the onboarding of West Virginia State Administrators, Bureau staff at county offices, and various West Virginia services providers, all as different `Agency` types. These agency types are then assigned `AgencyRelationship` to establish relation with one another, alongside a `AgencyPermissionGroup` rulesets, which dictate how and what each party can see. This allows for the appropriate bi-directional datashare within the Binti network.

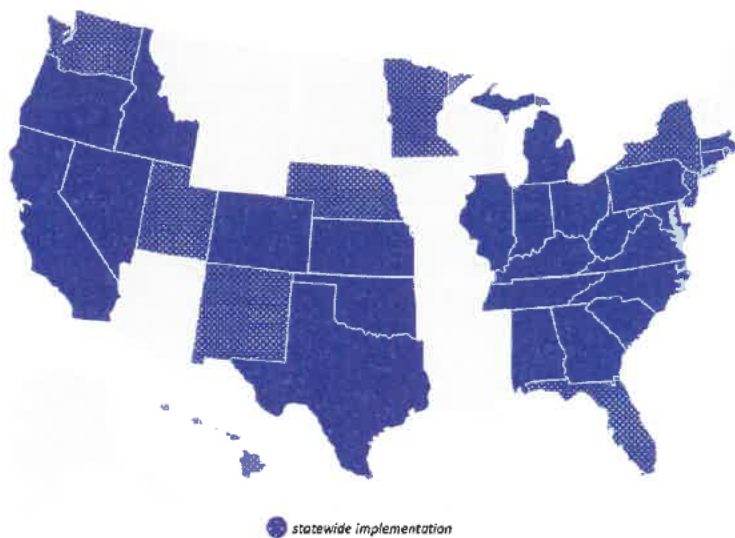
3.2.5.

In what jurisdictions is this software currently being utilized?

Since launching in January 2017, Binti's Certification and Placements Modules have quickly become the most widespread child welfare certification and placements software in the country. Binti has expanded quickly to serve over 400 (private and public) child welfare agencies across 34 states including 10 statewide implementations, serving 38% of the children in care nationwide.

**Nationwide Expertise**

Binti works state-wide in the following states (with several other states in procurement) for at least one or more child welfare modules: **Rhode Island, Washington, Florida, New Jersey, New Mexico, Hawaii, Minnesota, New York, Utah, and Nebraska**



In addition to our state presence, Binti works with over 400 agencies across 34 states, both private and public, and our certification module accounts for 38% of children in care across the nation.

## Binti Training Materials

### 3.3. Documents Being Sought

#### 3.3.1.

Training materials, preferably viewable online.

Binti training materials are [published online](#) as part of our Help Center and customer support services. For a detailed description of our onboarding and training procedures, please refer to section Training Methodology pg. 38

## Corporate Background and Experience

### Binti Description and History

Binti builds a modern, mobile-friendly Software-as-a-Service (SaaS) solution focused on driving measurable results and promoting quality practice in Child Welfare to ensure that every child has a fair chance at life. Binti launched in January 2017 to transform the child welfare system and has built its software to improve outcomes for children, ensure customer service excellence, save workers time, better collect and leverage data to provide insights that lead to better outcomes, and meet federal and state requirements including Comprehensive Child Welfare Information System (CCWIS) requirements.

Our CEO, Felicia Curcuru, observed the challenges of the foster and adoption process when her sister struggled through a cumbersome, paper-laden, and opaque process of adopting two children. As a change management consultant and technologist, she knew that technology could empower agencies to close the gap between the lack of foster/adoptive parents and the demand for safe and loving homes. Embracing human centered design principles, Felicia spent hundreds of hours shadowing workers, families, and children and used these insights to map 9 child welfare workflows and build a company committed to creating software customized to meet the needs of the child welfare system. Each Binti team member embraces our core values including putting children first, breaking through walls that keep us from achieving the outcomes we seek for children, and creating love through empathy.

Since launching in January 2017, Binti's Certification and Placements Modules have quickly become the most widespread child welfare certification and placements software in the country. Binti has expanded quickly to serve over 400 (private and public) child welfare agencies across 34 states including 10 statewide implementations, serving 38% of the children in care nationwide. Binti's rapid growth is fueled by measurable, positive results. For example, on average, agencies using Binti approve 30% more families per year in 18% fewer days. These improvements enable children to be placed more quickly in homes that are a good fit, reducing the trauma resulting from multiple placements.

In August of 2021, Binti raised \$45 million in order to further its impact across child welfare. Binti has leveraged that funding to invest heavily in their product and engineering teams and build out modules that meet CCWIS requirements including Intake, Community Crisis Response (Investigations), and IV-E Eligibility and Payments. In addition, we've identified other modules through conversations with our growing customer base that meet programmatic objectives and improve outcomes for children including Family Finding, Family of Origin Portal, a Youth Portal, and Services Referral Management.

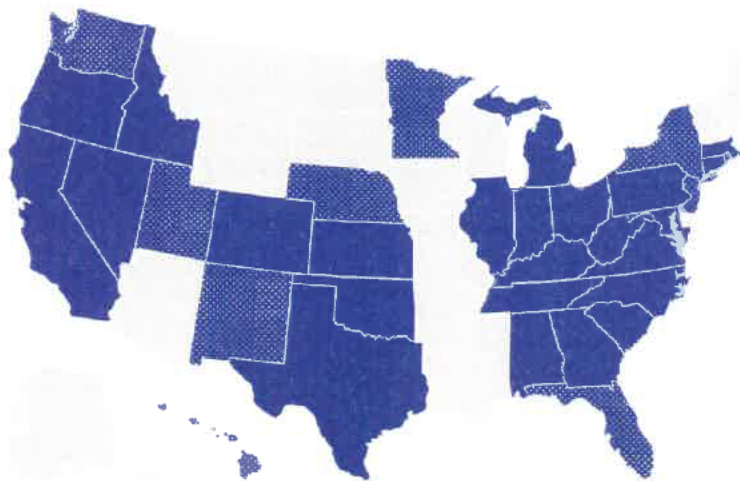
## Binti's Proven Experience

Binti is a *child-welfare-focused* technology company serving state agencies, local governments and private providers.

### Binti's Proven Experience

#### Nationwide Expertise

Binti serves the following states state-wide (with several other states in procurement) for at least one or more child welfare modules: **Rhode Island, Washington, Florida, New Jersey, New Mexico, Hawaii, Minnesota, New York, Utah, and Nebraska**



statewide implementation

In addition to our state presence, Binti works with over 400 agencies across 34 states, both private and public, and our certification module accounts for 38% of children in care across the nation.

#### Purpose-built software principles

Binti leverages its expertise in child welfare and technology to provide systems that:

- Have rich automated functionalities and processes
- Promote data sharing across agencies
- Are designed modularly
- Take an Agile approach to design, development, and implementation
- Make it easy to monitor, test, and demonstrate compliance
- Ensure data quality, accuracy and integrity



**Modular system that supports API integration**

Binti has invested in ensuring its modules can work seamlessly in conjunction with legacy SACWIS or CCWIS systems via an API integration. Binti's bi-directional API has capability to:

- Import and synchronize data from other systems for data fields that are duplicative or directly related to data fields in Binti (e.g. Courts, legacy systems, other CCWIS modules, Title XIX, Education systems, Juvenile Justice Systems )
- Provide clean, well-structured data from Binti for integration into other systems (e.g. SACWIS or CCWIS case management, a Data Warehouse, data visualization software, or data systems with data unrelated to Binti's Certification Module such as Medicaid).

**Step-by-step change management methodologies**

Organizational Change Management (OCM) is a component of the Binti license and an important ongoing service provided to our clients. Recognizing the high turnover in state staff, ongoing training and change management services are important to ensure successful implementation and ongoing use of the Binti SaaS. Our change management methodology includes:

1. Assessment and Planning
2. Communication and Education
3. Leadership and Support
4. Monitoring and Evaluation

**On-demand support**

Binti has a proven track record of providing excellent Help Desk support to both end users and technical staff. Their customer support team is available in both English and Spanish from Monday to Friday between 9am and 10pm ET, with consistently fast response times of 12 seconds or less via live chat. In addition, Binti's on-demand Help Center provides 24/7 access to frequently asked questions, screen shots, step-by-step instructions, and short walk-through videos. This exceptional service has helped simplify the certification process, save state agency staff time, and improve adoption of the software by users in the field. Binti's Help Desk support has been widely praised by customers, highlighting their success in this area.

## Binti's Transformational Team

Binti Inc. is a virtual-first company that operates as a Delaware incorporated C corporation with over 100 team members located throughout the United States. As a successful pioneer for child welfare focused solutions, Binti's supporters and funders include notable entrepreneurs, investors, and former governors, including Michael Dell (founder of Dell), Jeb Bush, Bob Kerrey, Founders Fund, First Round Capital, Kapor Capital, and more.

Along with bringing a modern, mobile-friendly SaaS solution to states, local governments, and private providers, Binti also brings a team of subject matter, technical, and project management experts to each engagement. In addition to professional competencies, Binti screens for mission alignment, empathy, and the ability to break through barriers to success. Nearly a third of the Binti team members have direct, personal experience with the child welfare system, and each Binti team member is dedicated to our mission to promote the safety and wellbeing of children and families as well as to the success of our customers. Binti's exclusive focus on child welfare enables states to take advantage of an entire team of motivated and talented staff focused on building and improving our cutting-edge solutions and providing world-class client services. Many key staff have public sector child welfare experience including technical staff, project management staff, social work supervisors, and a former Commissioner.

Our team's professionalism, knowledge, and commitment are evident in our successful nationwide child welfare software launches and satisfied customer base, leading to a remarkable 98% renewal rate.

## Business Model for Contracting of Services

Binti has multiple contract vehicles which the state can use to procure our services. We approach every contract by always putting children first and with a focus on understanding our client's needs, goals, and expectations. Our team works closely with our clients to develop a detailed scope of work, milestones, timelines, and deliverables. We believe in providing clear, concise, and comprehensive documentation to ensure that all parties are on the same page and can track progress throughout the project. We recognize that West Virginia requires advanced child welfare software modules to improve the communication and collaboration across the various stakeholders within the child welfare system including providers, parents, foster parents, courts, and state staff.

Binti can contract for one or more of its modules in a single procurement. Binti is available through the purchasing agreements listed below:

- GSA Multiple Award Schedules (MAS)  
Contract Number: 47QTCA20D00EJ
- NASPO ValuePoint Cooperative Purchasing Contract  
Contract Number: AR2472  
Contractor: Carahsoft Technology Corp.  
West Virginia Contract Number:199403
- Texas DIR Contract  
Contract Number: DIR-TSO-4288  
Contractor: Carahsoft Technology Corp.
- M0003 Massachusetts Multiple Vendor Contract  
Contract Number: A72727  
Contractor: Insight Enterprises Inc.

Binti also has reseller agreements with SHI.

## Approach and Methodology

As a modern, modular SaaS solution with more than 400 successful implementations, launching Binti is streamlined and consists of systematically identifying the specific workflows, data fields, forms, roles, reports, and verification documents and configuring the module to reflect what is unique to West Virginia and the relevant providers. Binti's use of a hybrid Agile methodology, design process, as well as a full scope of services is included in this section below. This approach and methodology allows us to launch in months, not years, and drive outcomes quickly for our partners.

## Hybrid Agile Design Approach and Sprint Methodology

Binti utilizes a hybrid Agile development approach using sprint methodology, which has been successful in launching with and maintaining partnership with over 400+ agencies across 34 states. This approach in developing, launching, and implementing modules is outlined utilizing the Kanban methodology. This is a lean method of managing tasks, dividing them into categories based on progress, priority, and timeline.

Binti follows a two-week sprint process for developing and launching new modules in their SaaS model. This approach is more efficient than custom-built solutions since much of the functionality has already

been developed and determined across multiple jurisdictions. An example of sprint activities for a particular module is provided below:

- Days 1-2: Kickoff meeting and review of scope and goals
- Days 3-4: Review of visual mock-ups and flow diagrams
- Days 5-8: Detailed review of specifications and coding
- Days 9-10: Testing and bug fixing
- Days 11-12: Final testing and deployment
- Days 13-14: Review and retrospective

Binti is able to quickly and clearly track progress and make improvements accordingly. Due to the Agile approach and an emphasis on human centered design through extensive user interviews and case studies, the user experience is continuously improving across Binti's entire user base.

## Binti's Streamlined Launch Process

Binti's proposed design and implementation process is based on its successful configuration and launch with SaaS modules in hundreds of jurisdictions across the United States. The process consists of the following stages:

1. **Discovery and Confirmation:** Binti aims to comprehend the client's needs, design the software solution, and define the project's scope. Binti's SaaS platform facilitates the process with its configurable system, empowering clients to customize the platform to their requirements. Ultimately, the objective is to confirm the project's scope and design.
2. **Data/Form Gathering:** Binti collects all required data and forms to develop workflows, forms, and web pages. This stage runs concurrently with the Discovery and Confirmation phase to ensure efficient and accurate data collection. Binti's team collaborates with the client to collect and arrange data and forms to construct a comprehensive system.
3. **Initial Configuration & Walkthrough:** Binti configures the module, using data gathered in the previous phases, for initial review. The configuration is then reviewed and validated with the client to ensure that it aligns with their requirements.
4. **Final Configuration & Walkthrough:** Binti finalizes the launch-ready module based on feedback and reviews it with state and agency staff. The stage includes evaluating the system's usability, security, and reliability.
5. **Module Launch:** The module goes live after migrating existing data, and a system roll-out plan is executed. The launch is carefully planned to ensure successful implementation and minimize disruptions
6. **Ongoing Support & Improvement:** Binti offers user support, continual product enhancements, and assigns a Customer Success Manager to provide ongoing training and technical assistance. The system is regularly improved based on feedback, and Binti maintains a roadmap for scheduled releases. In summary, Binti's design and implementation process for our software involves a streamlined discovery process, systematic data gathering, comprehensive module configuration, careful launch planning, and ongoing support and improvement.

Unlike low-code/no-code CRM platforms which require extensive custom code to meet the specific workflows and requirements of child welfare practice, Binti is a purpose-built child welfare SaaS designed for rapid configuration done by a team of Binti professionals who do this work each day. Successful implementation experience is an indicator of low risk, and Binti has configured its solution more than 400 times and 10 states have put their faith in our capacity for statewide solutions. Additionally, our license

fee includes ongoing configuration support and change management so that the same team of Binti professionals can quickly make the necessary changes when there are new federal or state requirements.

## Human-Centered Design: The Foundation of Binti's Work

Binti places Human-Centered Design at the core of its product and business, emphasizing the importance of gathering feedback from users and stakeholders to develop a product that meets their needs. Prior to launching in 2017, Binti spent months shadowing child welfare teams and interviewing case workers and supervisors to build a product specifically designed with agency workers and families in mind. As Binti has grown to serve other agencies, the team has succeeded in replicating the launch process while incorporating ongoing feedback from users and stakeholders to improve the product.

Binti's design process for developing modules involves an ideation phase with lightweight prototyping and configuration of forms that allows for changes and improvements as needed. Binti also enables active testing of workflows involving actual users, allowing the team to see their usage of new features.

This foundational research has led to consistent and successful implementations. Binti would use similar methods to configure modules that meet the specific needs of West Virginia and the children and families you serve. The product team regularly shadows the customer support team and account management to understand day-to-day challenges faced by agency workers and families. Binti also maintains a deep connection to users through live customer support and regular interviews with third-party users, including youth/young people with foster care experience, case workers, current and prospective foster parents, birth parents/families of origin, and relatives and fictive kin.

## Scope of Services

### Monitoring and Audit

Binti has been configured to easily surface cases and data for monitoring and auditing purposes.

- **Gathering cases by date and characteristics.** Data about families, youth, and providers is surfaced via filterable dashboards so internal staff and auditors can drill down to see cases within set date parameters.
- **Integrated case assignment and caseload monitoring.** All of Binti's modules allow for supervisory and management staff (and other designated staff who are granted access) to assign cases, families or events such as complaints or investigations. Caseload monitoring tools are built into each module so that each supervisor or manager can monitor caseloads and drill down into dashboards for particular workers with one click.
- **Multiple levels of access and features for offsite auditing.** Binti's multiple levels of access allow for a case review role to allow for internal or external staff conducting case reviews or audits to review cases online in lieu of office visits, including a specific "read-only" permission level that

prevents data edit access. All documents and case notes associated with particular cases can also be downloaded with a single click and easily compiled or emailed to reviewers.

## Administrative Features

Binti has extensive administrative capabilities that are integrated across modules.

- **Multiple access and permission levels.** Agencies have the ability to add an unlimited number of staff or other user accounts within Binti. Access levels/user types are configurable to conform with the state's workflows and processes, allowing individually tailored access to the system with different permission rights. Admins can create and manage new users within Binti and assign or adjust their access levels as needed.
- **Managing user accounts.** Binti employs modern tools to manage user accounts and access, and allows for updating of information and password reset by users. Binti's system allows a user to request and reset an existing password, providing a new password via email notification with a one-time link to modify the password. Strong password requirements are integrated into this process. Two Factor Authentication can also be employed. Binti has successfully integrated with a variety of Single Sign On (SSO) systems with our existing customers.
- **Comprehensive support.** Binti provides comprehensive support for all users, including agency staff, partner agency staff, sub agency staff, families and other users. Support is provided via Live Chat, email and phone from 9am to 10pm ET Monday through Friday, in English and Spanish. Binti's support helps providers, staff and other users get assistance with account issues or questions very quickly - our Live Chat consistently responds in less than 12 seconds. Function-specific guides and videos are also available instantly.

Additional administrative functionality is added on a steady and ongoing basis, based on feedback from all agencies that use Binti. Each agency benefits from the improvements identified by thousands of Binti users.

- **Collaboration across stakeholders.** Binti's unlimited user model supports the staffing of multidisciplinary teams as all participants can log into Binti and input/retrieve data as needed, given the appropriate permissions. With this information at their fingertips within Binti, workers can make data-informed decisions.
- **Automated Face sheet for every child.** Every child within Binti has a profile that acts as a Face Sheet and includes relevant information on the child. The Face Sheet is accessible to all workers assigned to the youth and additional workers based on their permission level within Binti. The Face sheet includes, but is not limited to, DOB, Age, Client ID, Primary Language, Gender, Strengths, Siblings, Allergies, Etc. A modified version of the Face sheet is shared with the family a child/youth is placed with, allowing them access to certain information such as allergies or medical information for the children in their care to empower them to provide the best care possible. The FaceSheet within Binti is uniform, standardized, electronically accessible, and can easily be printed.

## Compliance and Federal Reporting

Child and family-level data have the power to improve children's lives. Binti understands this power and has included data elements within our modules to support meeting various federal reporting requirements. Reports are available via report dashboards, as downloadable CSV files, and data is accessible via our bi-directional API. In addition, Binti makes it easy to extract and transmit data to a state's CCWIS system for federal reporting requirements. We are purposeful in making data readily available for local reporting and real-time assessment of programmatic impact.

Binti's staff have deep experience in child welfare and a thorough understanding of the federal reporting requirements as well as the practical need for easy, flexible reporting to assist staff and administrators in completing their work. Accordingly, we have built and refined multiple reports with extensive feedback from thousands of users working in agencies nationwide. These reports have demonstrated utility in monitoring caseloads, workflows, events, compliance and outcomes.

## Modules Demonstrate CCWIS Compliance

Binti will work closely with the state to validate that each Binti module used meets federal requirements. CCWIS compliance, as outlined in Technical Bulletin #7, often comes with a slew of challenges. Adding Binti modules to DHHR's system will help the state be in compliance with technical design requirements:

- Has rich automated functionalities and processes
- Promotes data sharing across agencies
- Is designed modularly
- Takes an Agile approach to design, development, and implementation
- Makes it easy to monitor, test, and demonstrate compliance
- Maximizes IV-E reimbursements
- Exchanges data between necessary state systems
- Ensures data quality, accuracy and integrity

## Data Quality

Consistent with federal standards for CCWIS (i.e. 45 CFR 1355.52 (d)(5)), Binti has developed systems to support key aspects of data quality. Based on a framework of continuous quality improvement, Binti's data quality efforts will assist West Virginia in formulating and updating data plans for required federal biannual reviews.

All of Binti's modules are designed to support the federal outcome indicators related to safety, permanence and well-being. The Certification Module has also been a national leader in supporting quality practice in recruiting, approving, and retaining high quality caregivers. Binti's existing functionality collects data about prospective caregivers, foster parents and greatly enhancing the ability of agencies to monitor, improve and collaborate. Information pertaining to various demographics, locations, preferences, and characteristics of potential foster parents is gathered and can be analyzed over time to improve recruitment and retention strategies. Built-in reporting allows agencies to examine cohorts of applicants, youth or families over time to examine outcomes and inform Continuous Quality

Improvement (CQI) efforts. Extensive mapping capability allows agency staff to easily analyze geographic patterns of youth in care, available and prospective placements, and more. Data in all of Binti's dashboards is also sortable and filterable by multiple factors, enhancing the ability of the agency to conduct checks of data quality. Filtered data from the dashboards can also be instantly downloaded in .csv format, supporting custom reports for monitoring data quality.

Binti's approach will enhance the functionality and maintenance of DHHR's child welfare information system. Binti is engineered to be user-friendly and to simplify work processes by offering Help Desk support for both end-users and technical staff, facilitating the management of caseloads, certification, and recruitment of more foster families, reducing placement disruptions, and enabling a thorough search for and location of relatives/fictive kin, all with the aim of achieving better outcomes for children collaboratively.

Binti's robust reporting empowers agencies with the data elements to make informed decisions. For example, Binti's Certification Module has a Recruiting Progress Report, which shows the number of total families that began the application process in a given month, and based on status, where they currently are in the application process. This helps agencies think about the effectiveness of their recruitment efforts and empowers them to make adjustments accordingly. By employing a deliberate development and implementation process, Binti's partnering agencies benefit from improved service delivery, which enhances communication between internal and external stakeholders, increases transparency, and facilitates outcome measurement. In addition, our software eliminates redundant data entry tasks, freeing up social workers to focus on spending more time with children and families rather than administrative duties.

Binti's modules will aid the State in meeting the requirements for a CCWIS Assessment Review (CAR), enabling the State to effectively demonstrate its compliance with federal regulations related to CCWIS in a streamlined and efficient manner.

## Binti's Technical Specs and Architecture

Binti is easily accessible on any modern browser-capable device, such as a computer, tablet or mobile device, and is optimized for mobile use. Users can complete tasks, paperwork, and documentation online from the field, using their mobile devices. The platform offers secure log-in via any device, and its online forms come with features that minimize data duplication, promote data quality, and operational efficiency, including conditional logic and automatic population across forms.

Binti is built using Ruby on Rails on the backend, with a graphql interface to the frontend. The frontend is built with JQuery and React. Background jobs are queued with Sidekiq and Redis.

Binti is currently hosted in Virtual Private Clouds (VPCs) on Google Cloud Platform, which leads the industry in security and compliance and is regularly audited according to HIPAA/HITRUST, SOC2, and other compliance frameworks. Binti's application and network security are regularly tested by a top third-party enterprise security firm. All data is encrypted in transit and at rest.

Via Google Cloud, the platform is configured to automatically scale the application to support heavy use, including sudden spikes in usage by distributing the traffic across several virtual machines and automatically adding new machines when capacity is reached. The request is directed to the closest machines to provide optimal speed for each user. The system also automatically monitors the health of each machine, switching out unhealthy machines to maintain constant service.

Binti utilizes multiple staging sites for the core infrastructure development, the configurability mapping (in which all data fields and workflows are customized), and the UAT/QA environment for testing and deployment. These stages are as follows:

- Development (<https://development.binti.com>)- Engineering Staging Site in which core Binti infrastructure is built and coded
- Pre-Production (<https://pre-production.binti.com>)- Engineering work is pushed to Figs, which allows for testing; Quality Assurance (QA) testing is conducted within this staging site
- Demo (<https://demo.binti.com>)- Technical Account Management team uses YAML coding language to convert agency-provided forms into customized data fields that reflect the exact workflow and forms of an agency. This environment is also used for User Acceptance Testing (UAT)
- Family (<https://family.binti.com>)- Live Site for all client users

## API Security

Binti has an Application Programming Interface (API) that allows for bi-directional data flow and has been used to interface with other large data systems. Binti's API is HTTPS-based, speaks JSON and XML, and conforms to RESTful principles. The API supports soft real-time bidirectional data synchronization between Binti and other systems. All communications between Binti users in their desktop or mobile browser and Binti's server use the industry-standard HTTPS (HTTP over TLS) protocol secured by an Extended Validation (EV) certificate with an RSA-2048 key and SHA-256 signature. We enforce HTTPS at the edge and at the application level, using HTTP Strict Transport Security (HSTS). Agencies commonly use Binti's API to support data back-up reporting, additional reporting needs, and facilitate data synchronization with a state's system of record.

## Data Storage Security

Binti automatically does hourly backups to ensure that data is securely maintained on an on-going basis. Furthermore, Data can also be retrieved via CSV file or via our API at any time. Binti creates hourly data backups of the data within the platform, and can retrieve copies of previous data upon request. Binti's API can be employed to extract data from Binti at any intervals to a data archive. For example, Binti's API is currently configured to provide regular back-up data to local databases in San DiegoCounty and other agencies. Binti's living API documentation can be accessed at <https://family.binti.com/api-docs/index.html>

## Stack

- Kubernetes orchestrates Docker containers of the services in pods on Google Cloud Nodes.



- The main binti-web application runs Ruby on Rails and talks to a Postgres DB. A Google Cloud Load Balancer directs traffic to the web instances.
  - React frontend (and some legacy JQuery), with rails gem ActiveAdmin backing a lot of worker and Binti Admin facing views.
- Other pods run background jobs (Sidekiq), and k8scron runs some other periodic jobs.
- Binti Sign is built in NodeJS.

## Testing

Binti performs both automated tests on every code change, and manual tests before every weekly release. We additionally perform an annual penetration test and can provide the State with remediation and validation of vulnerabilities identified.

Specific plans for testing include:

- Dynamic Application Security Testing (DAST) - Scanning interactive application for vulnerabilities, analysis, remediation and validation (May include IAST)
- Static Application Security Testing (SAST) - Scanning source code for vulnerabilities, analysis, remediation and validation
- Software Composition Analysis (SCA) - Third Party and/or Open Source Scanning for vulnerabilities, analysis, remediation and validation
- Native mobile application software scanning (if applicable) including any interaction with an Application Programming Interface (API)
- Penetration Testing - Simulated attack on the application and infrastructure to identify security weaknesses

To ensure security and integrity of Binti's systems, Binti practices Continuous Deployment to our User Acceptance Testing (UAT) environment. Binti engineering believes strongly in robust automated test cases and makes use of Continuous Integration infrastructure to promote changes to the UAT environment only upon successful completion of a thorough suite of unit, integration, behavioral, and cosmetic tests. Binti's own quality assurance (QA) staff performs exploratory manual QA in Binti's UAT environment before each weekly production update.

## Barriers to Successful Child Welfare Software Implementation

IT transformation can be challenging, and complex projects often result in cost overruns, delays in implementation, and poor adoption among users. Delays and failures result in vulnerable children not receiving the support and services they need. The path to a successful software implementation stems from choosing the right vendor and a development and implementation approach that reduces risk and brings value to families and workers in months, not years. States may want to consider the following project risks and mitigation strategies.

Project Risks	Mitigation Strategies
<p>Reproducing workflows embedded in legacy systems and manual processes</p>	<p>Map the “As-Is” business flows and then conduct a business process reengineering (BPR) to create “To-Be” workflows. Ideally, the chosen technology vendor can participate in these sessions to inform the technology capabilities and draw on experience from clients in other states. New workflows and technology solutions should be designed to focus on outcomes, creating exceptional user experience, operational efficiency, and risk mitigation. Once complete, an audit for compliance should be conducted to identify any compliance and add required data collection, reporting, and business rules enforcement. Systems primarily designed for compliance without putting the user workflow and experience first tend to have low user adoption and fail to improve outcomes. <b>Binti will assess the current workflows in accordance with the best practices observed nationwide as part of our configuration methodology, and recommend process enhancements.</b></p>
<p>Project delays and single release strategy</p>	<p>Embracing a modular approach provides the opportunity to incrementally implement system functionality that supports key child welfare workflows. This also supports change management by having real-live usage and experience with each component, rather than adjusting to an entirely new system at once. States can require vendors to list all their child welfare implementation clients within the last three years and the schedule of project implementation in the vendor qualifications section of the procurement. <b>Binti is built as a modular system and can implement its modules incrementally, bringing value to a state within 6 months and continuing to release modules quickly upon a schedule determined with the state agency.</b></p>
<p>Technical Debt</p>	<p>Custom-built software projects including those built in a Platform as a Service (PaaS) environment can quickly create technical debt after implementation. This technical debt can result in expensive change orders with maintenance and operation (M&amp;O) vendors or excessive state IT staff time to keep pace with a changing technology environment and changing child welfare policy and practice. States can avoid technical debt by choosing Software as a Service (SaaS) which inherently embraces a Continuous Delivery approach whereby product enhancements occur on a regular schedule, ideally multiple times per year. SaaS vendors have an incentive to improve their products so clients continue to subscribe to their services. For projects built using platform technology by system integrators, states can have the platform companies conduct code reviews. States can also require vendors to seek approval for any custom coding required outside the native platform technology configuration capabilities. The more change orders required of an M&amp;O vendor, the more money that vendor earns. <b>As a SaaS, Binti continuously invests in its product. States incur no technical debt and do not have to perform operations, maintenance, or systems changes, freeing their staff to support other projects and systems.</b></p>

**Audit Compliance**

Federal and state audits take precious time away from workers who need to be in the field providing value-added services. States can create requirements in their CCWIS procurements for both required federal reporting to be generated automatically through the data collected throughout the various system users; require a time-stamped audit log of each system transaction, and tools that sample and gather the necessary case information required for federal audits. States may also want to ensure that their CCWIS system includes configurable business rules including IV-E eligibility rules, certification requirements, and court requirements and timeframes. **Binti automatically tracks and time stamps each transaction relative to a child's case and a foster parent's application and case. Binti's report capabilities and data export also enable a state to quickly gain access to the data necessary for federal and state monitoring and auditing.**

**Projects that will result in cost overruns**

Increases in the number of users and federal and state child welfare policy changes are frequent, creating a demand for new licensing, state systems changes, and change management services for workers, providers, and other stakeholders. Implementing a CCWIS by hiring system integrators (SIs) to custom build solutions on a low-code, no-code CRM platform can quickly lead to costs overruns because of expensive and time-consuming change orders and the requirement to pay additional license fees when users are added. To manage these costs, states constrain the number of users and either spread out system changes over a long period of time to stay within budget or re-purpose budget from other priorities and including direct services. Embracing a SaaS business model enables State agencies to plan and stick to their budgets because of the inclusive licensing model: one negotiated price for system configuration, hosting, help desk support, change orders for state and federal policy changes, and unlimited users. Staff, families, providers and children should be encouraged to use the system to improve collaboration, efficiency and data integrity. **Binti's all inclusive license includes unlimited number of users, system and form changes, help desk, and ongoing training and change management services. No additional change order costs or other unknown fees.**

**Solutions built with technology not designed for child welfare by vendors without deep child welfare system experience**

Technology solutions built specifically for child welfare will provide the best tools for families, workers and providers to make their work more effective, efficient, and customer-friendly, leading to improved outcomes and better compliance. Utilizing systems built for other purposes like Customer Relationship Management (CRM) or workflow management will run into constraints and force the state to make tradeoffs, as extensive customization or configuration will be necessary. Purpose-built SaaS has grown dramatically in the private sector because of its superior quality and ongoing product investment. With the federal government pushing states toward modular solutions and allowing SaaS as a viable business model, States can now procure the best in class services for each child welfare workflow/module, without a requirement to have a monolithic one size fits all system. With single sign on and API technologies, the user experience across modules can be seamless. Finally, States should ensure that the team supporting a CCWIS project has proven experience and proven commitment to the product. **Binti is exclusively focused on child welfare solutions with its entire team dedicated to a single product. As a modular system that includes a bi-directional API, Binti can integrate**

with a state's legacy or CCWIS system enabling states to choose one or more Binti modules and create a cohesive workflow across systems, maximizing value for all stakeholders.

## Organizational Change Management and User Training

As a GovTech SaaS company, Binti understands that implementing new technology solutions in government organizations can be challenging due to the complex nature of government processes and the need for proper change management. To address this, Binti will incorporate Organizational Change Management (OCM) into our implementation process. Our high-level approach to OCM is described below:

1. **Assessment and Planning:** We will conduct a thorough assessment of the organization's existing processes, culture, and readiness for change. Based on this assessment, we will develop a customized plan for implementing the new technology solution that takes into account the specific needs and challenges of the organization.
2. **Communication and Education:** We will provide clear and consistent communication to all stakeholders about the benefits of the new technology solution and the impact it will have on their day-to-day work. We will also provide comprehensive education and training to ensure that all users are comfortable and confident using the new system.
3. **Leadership and Support:** We will work closely with the leadership team of the organization to ensure their buy-in and support for the new technology solution. We will also provide ongoing support to all users to address any issues or concerns that arise during the implementation process.
4. **Monitoring and Evaluation:** We will closely monitor the implementation process and evaluate the effectiveness of our change management strategies. This will allow us to make adjustments as needed to ensure a successful outcome.

As mentioned above, we have assembled a team of seasoned professionals who have overseen countless tech transformations in agencies of all stages and sizes. This dedicated team and our entire organization will be devoted to DHHR's success with Binti. Our goal is to work closely with you to ensure that the implementation of our modules is smooth, successful, and has a positive impact on the organization's operations and drives outcomes for children and families across West Virginia.

### Ease-of-use

Binti prioritizes ease-of-use in its modules, which are built with intuitive user experience, allowing for minimal need of in-depth training. We have developed a step-by-step launch process based on over 400 agency implementations and have a robust, methodical, and proven approach for launching successfully on the Binti platform. Our training plan (noted below) for agency staff and admins familiarize them with the powerful, configured workflows (based on their requirements), but for outside users (families, courts, school liaisons, etc.) the design is intended to have portals for those unique user roles that require minimal to no training. We help the state make their workflows simple, easy-to-understand, and configure those processes into our intuitive user interface, allowing most users to be able to become familiar with the system quickly and without extensive training or user guides. We also have live support and a robust help

center (both documented below) that support users through any issues. Please see details on the training plan and support and maintenance below.

### Training Methodology

One of the main advantages of working with Binti is that the training and business readiness approach - like the software - has already been created and refined with extensive feedback from our customers across the country. The process is also highly simplified and streamlined relative to other solutions, since Binti's intuitive UI is instantly familiar to all users. They interact with Binti much the same way that they interact with modern, web-based technology in their everyday life.

Our team brings a proven methodology that includes tailoring to the agency's specific needs, and is fully versed in the tools necessary to implement the training and implementation process.

Key Business Readiness elements include:

- Binti conducts a comprehensive review of current business processes during the Discovery stage. We work with agency subject matter experts to drive change and design customized solutions.
- Binti effectively manages business readiness and implementation during key stages, including Data/Form Gathering, Initial Configuration and Walkthrough, Final Configuration and Walkthrough, System Integration & Testing, and User Acceptance. We facilitate structured sessions to verify information, demonstrate progress, and refine configuration based on feedback.
- Binti has a track record of successful training and implementation during both the Implementation and Ongoing Support and Improvement stages. Our online, in-person, and web-based trainings have been delivered hundreds of times and can be customized to meet a variety of needs. Our account management and support teams constantly monitor user feedback, integrating patterns into training and implementation plans. We offer comprehensive training in various modalities, including classroom, live webinar, and online. Live webinar training is accessible via a secure portal and is coordinated by our PMO or CSM teams. We take into account user roles, schedules, and comfort with technology to ensure a tailored and effective training experience for each client customer.

### Staffing and support

Training will be led by Binti's PMO and CSM teams, who have extensive child welfare experience and have led the launch and ongoing support for large jurisdictions multiple times. All Customer Success Managers providing support are senior account managers with expert knowledge of Binti and advanced skills in training and facilitation. Roughly a third of Binti's staff have direct experience in child welfare either as a social worker, foster parent, youth, CASA or other experience. Any technical support will be provided by Binti's engineering and customer support teams as needed.

### Typical duration of training

Given the intuitive nature of the UI of Binti's platform, necessary training times are much shorter than those required for other solutions. Timeframes for initial and ongoing training may vary per agency based on agency need, but typically consist of the following steps per module:

- Initial new user training: 2 hours
- Initial manager/supervisor reporting and metrics training: 2 hours
- Hands on Learning Lab - 1 hour

- Train the Trainer - 4 hours
- On-going, follow-up and refreshers training: 1 hour as identified by the agency

Coaching sessions for managers and supervisors to support users are also available on an ongoing basis as requested.

In addition to robust training, Binti continues to provide ongoing live support through assigned customer success managers monthly check-ins as well as live customer support via live chat, phone, and email during business hours. Our customer success check-ins and real-time customer support are a great, flexible option for agency staff to get ongoing training right in the moment when they need it.

### Training Resources and Documentation

Each training module is accompanied by a curriculum outline with philosophy, objectives, and learning activities. With Binti's train the trainer module, these curricula can be used as needed by the department's training team.

In addition to initial training and ongoing support, Binti has comprehensive guides and training documentation for staff at all levels, including for 3rd party contractors as needed. These guides and documentation walk through all of the processes that each worker would be responsible for in a given agency. In addition to the comprehensive guides for workers and supervisors, Binti has quick guides embedded in the dashboard of the platform itself that workers can reference.

Clicking on a specific guide leads a worker to short and easily understood instructions and videos, walking them through needed support. During the launch and implementation process, Binti provides additional guides and tools for the agency that workers can use to reference. Such guides are continually revised and improved based on customer feedback and based on the unique workflow of a given agency.

## Maintenance & Operations

### Ongoing Improvements, Support and Maintenance

Binti's solution provides comprehensive technical support and ongoing customer service, requiring only a web browser for access by both agencies and family applicants. Our commitment to continuous improvement is evidenced by weekly software updates and enhancements, informed by feedback from all agencies using Binti. We offer in-depth analysis of all system components, as well as changes to configurations, forms, and workflows based on agency requests. Our dedicated Customer Success Manager assigned to DHHR will provide regular check-ins and meetings to ensure ongoing satisfaction with our service. Real-time customer support is available via live chat, phone, and email, in both English and Spanish, from Monday through Friday 9am-10pm ET. Binti's built-in and custom reporting is accessible to all users and supports ongoing practice and compliance monitoring. Reports and dashboards are fully customizable and downloadable in CSV format. In the unlikely event of critical system issues, our engineering team is available 24/7/365.

## Change Order Process

Process Phase	Task Involved
1) Change Identification	Request by Agency for change via following methods: <ul style="list-style-type: none"> <li>• During check-ins with Account Management</li> <li>• Direct outreach to Binti Project Manager</li> <li>• Via Customer Support</li> </ul>
2) Documentation of Change	Change recorded in meeting notes and recorded in Jira (Binti's Project Management System)
3) Evaluation/Scope of Change	Necessary technical requirements for change and impact of change scoped by Product and Technical Team as part of short-term (weekly) and long-term roadmap
4) Change Prioritization	Based on evaluation, Binti will schedule in deploy roadmap and assigned accordingly
5) Change Implementation	Change Implemented according to deploy process and schedule; documented in release notes; resolved in Jira
6) Feedback/Adjustment	Continued feedback from Agency on change, and communication of adjustment to technical team as needed

## Target Resolution Times

Binti will use commercially reasonable efforts to meet the following target time frames for resolution of events from the time Binti receives a support requests

Severity Level	Description	RTO
Low or Medium (Class 3)	Any other problems or issues, including, without limitation, any general questions about the Platform or problems that do not rise to Class 1 Events or Class 2 Events.	Binti will provide a response time of 3 business days; resolution will be determined based on an agreed action/remediation plan between the Parties in writing
High (Class 2)	The system functionality is materially impaired such that at least approximately 10% of users cannot use the Platform for its intended purpose.	4 hours
Critical (Class 1)	A complete loss of the system functionality such that no user can use the system.	24 hours

## Conversion of Existing Data to SQL Server Database

Binti's data migration service ensures the accuracy and integrity of the data being imported into the platform. We use multi-tiered validation tools to analyze and address any data quality issues before the migration process. This includes detecting and cleansing any source value issues and referential integrity violations. In case any data issues are discovered during the validation process, we report them to the source agency to allow for revisions and to maintain alignment with source to destination dataflows.

### Data Conversion

Binti has extensive experience converting and migrating data from legacy systems into our widely used modules. We will assist DHHR in readying the data for conversion, and then will use a variety of automated tools to import it. Integration with and transfer of information from other systems takes place during the launch process, and can also be accommodated as part of an ongoing process through the API.

Outlined below is the data conversion plan currently being used with all agencies that Binti works with in the process of migrating, converting, and testing data. All data during conversion is encrypted- data is encrypted both at rest and in transit. Binti's high-level data conversion process is outlined below:

1. Receiving data to be imported: Project Manager and Data Migration Specialist work with DHHR to gather and clean all requested historical in an accessible format
2. Mapping data fields: in partnership with DHHR, Binti maps each State data field to corresponding data field in Binti, translating each field to Binti's mapping language accordingly (e.g. "First\_Name" is = first name).
3. Test Import: Import is run against a clone of production data
4. Automated accuracy tests: Binti utilizes automated scripts within the core infrastructure of the system to check against the original data from the agency
5. Iterate: Repeat above steps as necessary
6. True Import: The import is run into the true production data environment

## Technical System Implementation Requirements

Binti places a high priority on security in the handling of sensitive data and PII. Our platform is hosted on industry-leading Google Cloud, which is accredited by stringent compliance frameworks and allows us to operate with High Availability. Our cloud-based SaaS model enables us to quickly launch modules tailored to the specific workflows of DHHR within weeks. Our solutions are integrable, adaptable, scalable, and flexible, providing an intuitive environment for staff and facilitating continuous process improvement. We also ensure compliance with applicable state and federal laws.

Binti protects our infrastructure with an industry-leading web application firewall system for all traffic entering the application. This includes HTTP(S) inspection at the application level for common threats such as Cross-site scripting, SQL Injection, Cross-site Request Forgery, and other OWASP Top 10 attacks.

Binti's data is fully encrypted with industry-standard AES-256 block encryption in a Postgres database. We replicate all data to a different Google Cloud availability zone in a streaming manner, and schedule backups in three or more Google Cloud regions. Our automated monitoring and routine testing ensure data security. Postgres has a 20-year track record and is the official database of Cloud.gov. Binti observes a data retention policy that securely destroys sensitive data when it's no longer needed.



Binti uses the industry-standard HTTPS protocol with an Extended Validation (EV) certificate, RSA-2048 key, and SHA-256 signature to secure communications between Binti users and our servers. We enforce HTTPS at the edge and application level, using HTTP Strict Transport Security (HSTS) for added protection.

During the contracting process and beyond, Binti will work with the DHHR to comply with the State's ISP.

### Binti's World-Class Cybersecurity

- HIPAA Compliant
- Annual Penetration Tests
- Robust Business Continuity/Disaster Recovery
- Data encrypted at-rest and in-transit
- State-of-the-art Anti-Virus
- Firewall System for all entering traffic
- Quarterly Internal Security Awareness training
- NIST compliant passwords
- Meets SOC2 standards
- Hosted on Google Cloud VPCs which is HIPAA, HITRUST, FedRAMP compliant
- Easy Scalability
- High Availability (99.95% uptime)

Binti is a SaaS offering that develops product updates in house on a continuous basis, releasing upgrades, enhancements, and bug fixes each week. Binti's technical teams use JIRA for tracking the development lifecycle (including feature development and bug fixes), and we are happy to use the State's JIRA system to track all features, tasks, and configurations relevant to system implementation.

Binti's user-friendly modules are built to function on the latest two versions of any modern browser. Binti is web-based and mobile-friendly, empowering agency staff to complete work from a laptop, tablet, or mobile phone while in the field.

Binti incorporates accessibility features, including WCAG 2.0 ADA requirements and Section 508 of the Rehabilitation Act, throughout the design, development, and testing processes.

## Implementation Timeframe of Solution

With Binti, West Virginia can quickly launch proven modules that track and report positive outcomes for children. A phased approach minimizes risk and allows for improvements as each module is released. Binti will work with DHHR and agency partners to release modules strategically based on a staggered rollout schedule. This includes all private providers for West Virginia foster youth population. Binti will work with West Virginia project personnel to determine the best rollout cadence, and the estimated launch is outlined and visualized.

- Certification: 6 months (after finalizing workflow requirements)
- Placements: 10 months
- Family Finding: 10 months
- Case Management: 12 months
- Service Referral and Management: 12 months

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## Conclusion

Binti has established itself as a leader in the child welfare industry. Our software has been adopted by more than 38% of child welfare agencies across the country, including 10 statewide contracts, reflecting our commitment to enhancing child welfare workflows and driving better outcomes for children and youth while reducing the workload of social workers. As DHHR moves toward implementing a modern, user-friendly child welfare software system, we are confident that Binti can support its efforts to promote positive outcomes for children and families and elevate the quality of child welfare practice in the state. To address West Virginia's pressing need for a child welfare system that enhances communication and supports social workers, streamlines processes, and prioritizes prevention and permanency, Binti is uniquely positioned to provide an integrable, adaptable, scalable, and flexible solution. With our strong understanding of best practices in child welfare, we are committed to building a partnership with DHHS that delivers measurable results for children and families, extends quality practice and productivity across the state, and provides an efficient, effective, and intuitive child welfare software solution.

Binti's solutions go beyond simply updating obsolete systems to meet regulatory requirements. Our tools empower all individuals involved in the system of care and are developed based on valuable input from social workers, administrators, caregivers, providers, youth, and other stakeholders. Our comprehensive approach is rooted in the principles of human-centered design, always keeping end-users in mind. Our modern, mobile, and user-friendly modules simplify the administrative aspects of child welfare for all stakeholders. By providing effective tools that increase accountability and improve operational efficiency, we enable staff to save time, resulting in a more child-focused team that is less encumbered by compliance and data entry requirements.

DHHR is in the process of enhancing their child welfare system by incorporating additional components that are designed to provide services to the most vulnerable populations and empower the child welfare sector through the use of intuitive and user-friendly technology. As Binti shares the same values and vision as DHHR, we would like to partner with the department to create a seamless system that promotes

sustained success and satisfaction for all stakeholders. Our modular SaaS, which is purpose-built for child welfare, is designed to reduce costs, lower risks, and expedite results for DHHR, and can provide key additional functions to supplement the current system, including better collaboration with private foster care providers in the State. Given our experience as a leader and pioneer in innovative child welfare software, we are well-positioned to deliver a reliable system quickly and effectively, giving DHHR key wins within 6 months of contract signature. Binti is passionate about the wellbeing and safety of children and families, making us the ideal partner for this vital revamp.

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We are excited about the opportunity to partner with DHHR and bring the best pathway towards a successful transformation. We are ready to answer any questions and provide any further information to help with this important process. Thank you for the time and consideration.



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130


State of West Virginia  
 Centralized Request for Information  
 Info Technology

<b>Proc Folder:</b> 1199403		<b>Reason for Modification:</b>	
<b>Doc Description:</b> REQUEST FOR INFORMATION-CHILD WELFARE INFORMATION SYSTEM			
<b>Proc Type:</b> Request for Information			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2023-03-24	2023-04-11 13:30	CRFI 0511 BSS2300000001	1

BID RECEIVING LOCATION	
BID CLERK DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON ST E CHARLESTON WV 25305 US	

VENDOR	
<b>Vendor Customer Code:</b> In Progress	
<b>Vendor Name :</b> Binti, Inc	
<b>Address :</b> 1212 Broadway, Suite 200	
<b>Street :</b>	
<b>City :</b> Oakland	
<b>State :</b> CA	<b>Country :</b> United States <b>Zip :</b> 94612
<b>Principal Contact :</b> Vanessa Ippolito	
<b>Vendor Contact Phone:</b> 817-771-4882	<b>Extension:</b>

FOR INFORMATION CONTACT THE BUYER	
Crystal G Husted	
(304) 558-2402	
crystal.g.husted@wv.gov	

<b>Vendor Signature X</b>		<b>FEIN#</b> 46-4505820	<b>DATE</b> 04 / 07 / 2023
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All offers subject to all terms and conditions contained in this solicitation

**ADDITIONAL INFORMATION**

**REQUEST FOR INFORMATION**

THE WEST VIRGINIA PURCHASING DIVISION IS ISSUING THIS REQUEST FOR INFORMATION FOR THE AGENCY, WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES (DHHR), BUREAU OF SOCIAL SERVICES (BSS), FOR THE PURPOSE OF GATHERING INFORMATION TO DEVELOP SPECIFICATIONS FOR A CHILD WELFARE INFORMATION SYSTEM. INFORMATION PROVIDED WILL ASSIST THE WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES IN DEVELOPING SPECIFICATIONS AND WILL ASSIST IN THE PROCUREMENT PROCESS.

\*\*\*QUESTIONS REGARDING THE SOLICITATION MUST BE SUBMITTED IN WRITING TO CRYSTAL.G.HUSTEAD@WV.GOV PRIOR TO THE QUESTION PERIOD DEADLINE CONTAINED IN THE INSTRUCTIONS TO VENDORS SUBMITTING INFORMATION.

\*\*\*ONLINE RESPONSES FOR THIS SOLICITATION ARE PROHIBITED\*\*\*

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Child Welfare Information System				

Comm Code	Manufacturer	Specification	Model #
93151507			

**Extended Description:**  
Child Welfare Information System

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	VENDOR QUESTION DEALINE	2023-03-31

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**West Virginia Department of Health and Human Resources**

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- B. Section 1: General Information and Instructions
- C. Section 2: Instructions to Vendors Submitting Information
- D. Section 3: Information Being Sought
- E. Section 4: Vendor Response

**SECTION 1: GENERAL INFORMATION**

**1.1. Introduction:**

The West Virginia Purchasing Division (“Purchasing Division”) is issuing this Request for Information (RFI), on behalf of West Virginia Department of Health and Human Resources, Bureau of Social Services, (“Agency”), to all vendors that have a desire to provide information about **web-based communications system designed to facilitate communication between designated stakeholders who provide services to foster children**. This RFI is intended to provide the Agency with information necessary to plan and develop specifications for a future procurement.

**1.2. Schedule of Events:**

RFI Released to Public	03/24/2023
Vendor’s Written Questions Submission Deadline	03/31/2023
Addendum Issued	TBD
RFI Opening Date	04/11/2023

**SECTION 2: INSTRUCTIONS TO VENDORS SUBMITTING INFORMATION**

**2.1. REVIEW DOCUMENTS THOROUGHLY:** This form contains a request for information that may lead to a future procurement. Please read these instructions and all documents attached in their entirety.

**2.2. NOT A CONTRACT DOCUMENT:** Vendors must understand that this RFI is for information gathering purposes only, and a response to this RFI does not generate a contractual obligation on the part of the State to purchase any commodity or service.

**2.3. VENDOR QUESTION DEADLINE:** Vendors may submit questions relating to this RFI to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below in order to be considered. A written response

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**West Virginia Department of Health and Human Resources**

will be published in an RFI addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this RFI are preliminary in nature and are nonbinding. Submitted emails should have the RFI number in the subject line.

Submit Questions to:

Crystal Hustead

Email: crystal.g.hustead@wv.gov

Submission Deadline: March 31, 2023 at 10:00 AM ET

**2.4. YOUR SUBMISSION IS A PUBLIC DOCUMENT:** Vendor's entire response to the RFI and any correspondence relating thereto are public documents. As public documents, they will be disclosed to the public following the RFI opening as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any document to the State constitutes your explicit consent to the subsequent public disclosure of the document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

## **SECTION 3: INFORMATION BEING SOUGHT**

### **3.1. General Information Being Sought**

- 3.1.1. A description of a web-based communications system which shall facilitate communications between individuals providing services to foster children, including, but not limited to, requests from foster parents and responses to requests from staff of the Bureau for Social Services and its contractual designees; updates regarding foster child movement, visitation, and travel; schedules for court hearings, guardian ad litem meetings, and multidisciplinary team meetings; and other communications that may improve care for the foster child amongst designated parties with legal responsibilities to care for the foster child.**

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**West Virginia Department of Health and Human Resources**

**3.2. Specific Questions**

- 3.2.1. How would the web-based communication system ensure that access to utilize the child welfare information technology system is available to only those parties with legal responsibilities to care for and support the foster child? Access must be automated with the existing comprehensive child welfare information system**
- 3.2.2. (CCWIS) in order to avoid information being entered into two separate systems.**
- 3.2.3. How would the web-based communication system archive communications for the purpose of running reports on responsiveness by parties utilizing the system?**
- 3.2.4. How would the web-based communication system complement the existing CCWIS for the purposes of controlling access to those parties with legal responsibilities to care for and support the foster child and to archive the communications for purposes of discovery or other reasons?**
- 3.2.5. In what jurisdictions is this software currently being utilized?**

**3.3. Documents Being Sought**

- 3.3.1. Training materials, preferably viewable online.**

**SECTION 4: VENDOR RESPONSE**

- 4.1. Incurring Cost:** Neither the State nor any of its employees or officers shall be held liable for any expenses incurred by any Vendor responding to this RFI, including but not limited to preparation, delivery, samples, or travel.
- 4.2. Proposal Format:** Vendors should provide responses in the format listed below:
  - 4.2.1. Title Page:** State the RFI subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, email address, and Vendor signature and date.
  - 4.2.2. Table of Contents:** Clearly identify the material by section and page number.
  - 4.2.3. Response Reference:** Vendor's response should clearly reference how the information provided applies to the RFI request. For example, listing the RFI number and restating the RFI request as a header in the proposal would be considered a clear reference.



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**West Virginia Department of Health and Human Resources**

**4.2.4. Responses:** All responses must be submitted to the Purchasing Division **prior** to the date and time stipulated in the RFI as the opening date. All submissions must be in accordance with the provisions listed in Section 2: Instructions to Vendors Submitting Information.

**4.2.5. Response Delivery:** Vendor's response must be delivered by the opening date of 04/11/2023 at 1:30 PM ET to the West Virginia Purchasing Division at:

2019 Washington Street, East  
Charleston, WV 25305

By signing below, I certify that I have reviewed this Request for Information in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this information for review and consideration;

\_\_\_\_\_  
Binti, Inc.  
(Company)

\_\_\_\_\_  
Jamie Gray, Assistant Secretary  
(Representative Name, Title)

\_\_\_\_\_  
(844) 424-6844  
(Contact Phone/Fax Number)

\_\_\_\_\_  
04 / 07 / 2023  
(Date)