# CA HFW County Approval and Provider Certification Portal Instructions - Completing and Submitting the Form

*These* ***Instructions****, as well as additional* ***Resources****, are also found on the right side of the Portal My Account page and all Form pages, when users are logged in.*

Note: The Portal Form is able to be saved and revisited over time.

## Portal Completion Steps

The 10 sections in the Portal match the 10 sections in the California Wraparound Standards. Each Standard is followed by requirements. The user will complete the following steps:

* Check the box next to each requirement.
* In the *Description of Practice* field, provide a clear and concise description of how each requirement is implemented in the provider organization or county. Label entries (a., b., c., etc.) to correspond with the specific requirement.
* In the same text box, list the name of the supporting document(s) that includes the requirement, along with the page number where the information can be found.

## Submission Review Process

Users must provide supporting documentation for each requirement in the Portal, and all checkboxes must be checked for a submission to be considered complete. If a checkbox is checked without supporting documentation and a page number, the item is incomplete. Incomplete submissions will not be approved or certified. Within 90 business days of submission, the county or provider will be notified of an incomplete submission or approval/certification. If the submission is incomplete, the county or provider must participate in technical assistance until they meet all Standards, at which point, approval/certification will be granted.

## Example Response

9.4 Workforce Stability

Programs implement strategies to maintain a stable workforce and reduce turnover, including matching wages according to the community the program is in, maintaining manageable workloads for staff, implementing promotion/advancement structures, and providing wage increases or leadership opportunities that do not require a position change to achieve.

**Human resources management in the organization has implemented strategies and processes that result in the maintenance of a stable workforce which minimally include:**

(a) Matching wages to cost of living in the location of the organization/service implementation area

(b) Maintaining manageable workloads for staff

(c) Having clearly communicated and accessible promotion /advancement structures that are not prohibitive for those with lived experience

(d) Providing wage increases or leadership opportunities that do not require a position change to achieve

**Description of Practice, Name of Supporting Documentation and Page #**

XYZ Wraparound Agency strives to be a leader in workforce development and retention. Our efforts include:

(a). Human resources researches local job-postings for available Wraparound positions and reviews the competitor’s wage rates twice a year to ensure that we are in alignment with the current market, as stated in the job description for our Level II Human Resources Assistant, page 2.

(b). XYZ Wraparound Agency has a maximum capacity of 100 open families which ensures our workforce is able to provide individualized and attentive support to an average of 11-13 families per team, as stated in our job descriptions for Wraparound facilitators, parent partners, family partners, and youth partners. We have submitted the job description for the facilitator as a sample, page 1.

(c). XYZ Wraparound Agency utilizes a leadership structure that provides opportunities for an individual to advance in position and pay as they demonstrate leadership skills, increased responsibilities, and desire to promote as outlined in the XYZ Wraparound Agency hierarchy graphic submitted in the portal.

(d). The aforementioned leadership structure (letter c.) allows the employee to remain in their original role, such as parent partner, and advance to specialist, coach, lead, and supervisor, as outlined in the XYZ Wraparound Agency hierarchy graphic submitted in the portal.

## Supporting Documentation

Supporting documentation should clearly state the Standard and its implementation within the county or provider organization. If unclear, the user will be asked to clarify. Supporting documentation only needs to be uploaded once and can be referenced in future Standards without resubmission. Counties must submit their own documentation as support for demonstrating alignment the Standards. A county should not upload a provider’s materials as supporting documentation.

**Acceptable File Types**

Most common file types are able to be uploaded to the Supporting Documentation field including: Word (.DOC, .DOCX), Excel (.XLS. .XLSX), .CSV, and .PDF.

Please note that slide decks (e.g., PowerPoints .PPT, .PPTX) should be converted to PDFs for uploading, preferably formatted 2 slides per page.

## Examples of Supporting Documents

**Not limited to the following:**

* Policy and procedures manual or individual policies and procedures
* Agency training plan
* Wraparound contract
* Wraparound fiscal plan or budget
* Wraparound forms
* Wraparound fliers, family guides, or brochures
* Desk guides
* Templates

## Uploading Documents

Documents may be uploaded on page 1 of the form in the Supporting Documentation upload drop box.

To avoid losing progress on the form, users may wish to navigate to the Supporting Documentation upload drop box by clicking on the link under the Description of Practice field to open a second window.

Uploaded files will be listed under the Supporting Documentation upload drop box on page 1 of the form, as well as on the user’s My Account page.

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