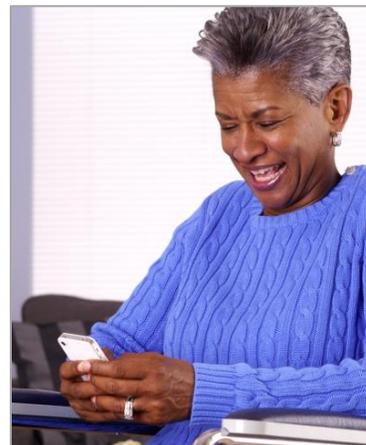


**Now available to download:**

# Foster DC Kids App

*For Foster Parents Serving District Children and Youth*



You can never have too much information about the children who come into your home for foster care. Now, the DC Child and Family Services Agency (CFSA) is making it easier for you to access the information that's available. **Foster DC Kids** is a new app for smartphones that puts useful information right in the palm of your hand.

### *Who can use the Foster DC Kids mobile app?*

Anyone licensed to foster children in the care of CFSA—so you can be a foster parent for CFSA or for a provider agency working with CFSA. You'll need two things: an email address and your own smartphone.

### *How will the app help me with children placed in my home?*

It puts information about each child at your fingertips, gives you easy access to social workers, and more! For instance . . .



- Information about the child that you used to get in the hardcopy CFSA Passport package will now be in the app.
- An image of the child's Medicaid card is in the app. Now you always have that Medicaid number handy! It also has some medical information about the child, such as his/her primary care physician.
- Court information, such as the date of the child's next court hearing.
- A separate section of the app conveniently lists information about your foster care license and training requirements.

### *If I use the app, is confidential information stored on my phone?*

No. Information you see in the app comes from the CFSA automated case management system FACES.NET. It displays in the app but isn't stored on your phone.

### *Is information in the app secure?*

Yes. To get the app, you'll go through a two-step process for security purposes. First, CFSA needs your email address to verify that you're a licensed foster parent for District children and youth. Once you download the app and enter your email address, the app will send a 4 digit pin to your email account. After the pin is sent to you email account the app will request that you enter the pin and your password.

### ***When you place a child with me, how soon is his/her information available on the app?***

Information about the child that's in FACES.NET is available to you right away.

### ***What if I don't have a smartphone or don't want to use the app? Is using the app mandatory?***

No, you're not required to use the app. We'll continue to provide hardcopy Passport packages when we place children with you. But just consider: the app is convenient, easy to use, and gives you some extra benefits—such as information about your foster care license. If you have a smartphone, why not give the Foster DC Kids app a try?



### ***Do I need Wi-Fi to use the app?***

The app can use Wi-Fi or mobile data from your service provider. Just be aware that depending on your phone plan, using mobile data may incur a cost that you will need to pay.

### ***O.K., so how do I download the app?***

Here are instructions to download the app from the Apple App Store (for iPhones) or Google Play Store (for Android phones).

#### **Apple App Store (for iPhones)**

1. Tap the App Store icon on the home screen of your iPhone. (It's a white letter "A" in a blue circle.)
2. Tap the search icon (magnifying glass) to go to the search screen.
3. Enter "Foster DC Kids" in the search field. Tap the search button.
4. When the app appears, click the "Get" icon to download it. You may be prompted to enter your app store password. This is your Apple password that you created when you first set up your phone.

#### **Google Play Store (for Android phones)**

1. Tap the Play Store icon on the home screen of your Android phone. (It's a multicolored triangle.)
2. Tap the search icon (magnifying glass) to go to the search screen.
3. Enter "Foster DC Kids" in the search field. Tap the search button.
4. A description of the app will appear. Tap the "Download" button.

### ***After I download the app, where will I get technical support?***

For help with the app, contact the CFSA Help Desk via email at [cfsa.helpdesk@dc.gov](mailto:cfsa.helpdesk@dc.gov) or call (202)-434-0009. Help Desk hours are Monday through Friday, 9 a.m. to 4 p.m. If you have questions or concerns about a child's information, contact the child's social worker. Information to contact the social worker is in the app.

### ***Where can I get more information about the app and this change?***

Contact the CFSA Help Desk at [cfsa.helpdesk@dc.gov](mailto:cfsa.helpdesk@dc.gov) or (202)-434-0009.



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