



CERTIFICATION RENEWAL

2022 RENEWAL PROCESS GUIDELINES

RENEWAL 2022 TOPICS



Policy & Procedure Updates



Fee Payment Methods & System
Functionality



Employer-FCB System Interface



POLICY AND PROCEDURE UPDATES

TIMELY RENEWAL, REACTIVATION, & REINSTATEMENT

ONLINE RENEWAL REQUIRED



TIMELY RENEWAL

- Timely renewal is open until November 30th.
- Credentials with an expiration date of 10-31-22 remain in certified status and are considered valid until December 1, 2022.
- Credentials not renewed by 12-1-2022 will move to inactive status.
- The FCB will work with certified professionals and employers to promote timely renewal – the FCB will monitor renewal rates to determine any necessary timely renewal policy adjustments.



CREDENTIAL REACTIVATION & REINSTATEMENT

- The old reinstatement policy is replaced with new policy that takes effect with the October 2022 renewal cycle.
- Policy Highlights:
 - Reactivate a credential that is **inactive for less than 6 months** = \$25 reactivation fee; current credential renewal fee; & current CE documentation
 - Reactivate a credential that is **inactive for more than 6 but less than 36 months** = \$25 reactivation fee; \$25 late fee; current credential renewal fee; & current CE documentation
 - Reinstatement a credential that is **inactive for more than 36 months but less than 60 months** = \$150 reinstatement fee; current credential renewal fee & current CE documentation
 - Credentials that are **inactive for more than 60 months** can not be reinstated.
 - Re-test required only if the original credential was earned under grandparenting standards/no test was ever taken.



ONLINE RENEWAL REQUIRED

ACTIVATE YOUR ONLINE ACCOUNT

- All credential holders have a former account with the FCB – this needs to be **re-activated**.
- This requires the account's Username and a temporary password.
- **PLEASE DO NOT CREATE A NEW/SECOND ACCOUNT!**
- FCB will provide the Username associated with an account if it is forgotten.

RENEW YOUR CREDENTIALS ONLINE

- The new system requires users to submit an online renewal application for each credential they want to renew.
 - **ONLY** people who meet ADA requirements regarding computer use may bypass the online renewal application.
 - The certified professional **MUST** create the online renewal application: employers or other people can not respond to the attestations required of the certified professional that are embedded in the renewal application.
- Online renewal does not require immediate payment – credentials renew under self-pay, employer-pay, and contract payment routes.



FCB TUTORIALS FOR THESE PROCESSES

<https://flcertificationboard.org/maintenance-renewal/>

Please review the following video tutorials for complete information about how to reactivate your account and complete the renewal process.

- How to Activate Your FCB Account in New Certification Database
- How to Create A FCB Account in New Certification Database
- How to Renew as Self-Pay
- How to Renew as Employer-Pay
- How to Renew as Contract-Pay

ONLINE RENEWAL REQUIRED

- Payment routes identify the renewal payment source AND dictate how the system receives and processes renewal applications; resolves payment/fees due; and updates the credential records and issues a new, valid credential.
- The certified professional is responsible for ensuring an online renewal application is submitted for each credential they wish to renew and that payment has been resolved for all outstanding fees, regardless of the payer source ... this means ensuring:
 - ✓ the renewal application has been received by FCB,
 - ✓ selected payment methods/outstanding invoices are being processed, and
 - ✓ credentials are renewed in a timely manner.
- Certified professionals are expected to track their credential account and follow up with their employer to resolve any outstanding fee issues.





FEE PAYMENT METHODS & SYSTEM FUNCTIONALITY

ONLINE TUTORIALS

SELF-PAY, CONTRACT-PAY & EMPLOYER PAYMENT METHODS AND SYSTEM ACTIONS





PAYMENT METHODS

- People who will pay renewal fees themselves
- People who will pay renewal fees themselves and submit proof of payment for employer reimbursement

Self Pay



- People who work for a DCF Region, Central Office, and Sheriff Office eligible to bill renewal fees to the DCF/FCB certification contract
- People who hold a Certified Child Welfare Trainer (CWT) credential and are eligible to bill the CWT renewal fee to the DCF/FCB contract

Contract Pay



- People who work for a community based care lead agency, a contracted case management/licensing organization, or other employer who has created an “employer pay” relationship with the FCB.
- An employer pay relationship allows employees to route fees to their employer to pay to FCB on their behalf.

Employer Pay



Definitions matter! The term “payment methods” refers to who is paying the fee to FCB *and* the way the system processes the renewal application for each different payment method.



SELF PAY

A brief tutorial is online at <https://flcertificationboard.org/maintenance-renewal/>

Scroll down and view ***How to Renew as Self-Pay***

- The system will process the renewal application and create a renewal invoice.
- Open invoices can be paid online (credit card or e-check) or check or money order through the US Mail.
- The system renews the credential within 24 hours of receipt of payment.
- A renewed credential has a expiration date of 10-31-24 and a new wallet card will display/can be printed from the system.



CONTRACT PAY

Contract-Pay Eligible People and Credentials

Eligible Employer	Eligible Credentials	Eligible “contract pay” Renewal Invoices
DCF Region employees and county Sheriff Office employees providing protective investigations and related services	CWPI, CWPI-Sup, CWPI-Spec, CPP, CWT	Eligible employees can bill: 1. one (1) CWPI, CWPI-Sup, CWPI-Spec, or CPP credential renewal fee, and, if applicable, 2. one (1) CWT credential renewal fee under the “contract pay” option.
DCF Central Office staff providing Child and Family Services	CWPI, CWPI-Sup, CWPI-Spec, CWCM, CWCM-Sup, CWCM-Spec, CWLC, CWLC-Sup, CWLC-Spec, CPP, CWT	Eligible employees can bill: 1. one (1) CWPI, CWPI-Sup, CWPI-Spec, CWCM, CWCM-Sup, CWCM-Spec, CWLC, CWLC-Sup, CWLC-Spec, or CPP credential renewal fee, and, if applicable, 2. one (1) CWT credential renewal fee under the “contract pay” renewal option.
CBC Lead Agency and Contracted Case Management/Licensing Organization employees providing contracted community based care services	CWT	Eligible employees can bill one (1) CWT credential under the “contract pay” renewal option.



CONTRACT PAY

A brief tutorial is online at <https://flcertificationboard.org/maintenance-renewal/>

Scroll down and view *How to Renew as Contract-Pay*

- The system will process the renewal application, issue a new credential, create a payment pathway, and generate a zero-balance invoice for the user – the pending invoice will remain available for the FCB to apply contract payments.
- The credential is renewed within 24 hours of receipt of the online renewal application under the contract pay method.
- Outstanding renewal fees are submitted to DCF for payment **the month after** the credential was renewed (as a result of submitting an online renewal application that has 'contract pay' selected as the payment route). Credentials renewed under the contract-pay method can expect an open renewal invoice for up to 6 weeks while payment is processing. **An open invoice does not mean the credential is not valid – it only means payment is still being resolved.**
- Renewal invoices rejected by DCF will be returned to the certified professional for resolution.



EMPLOYER PAY

Employer-pay as a renewal fee payment method

- Employer pay is a pathway for applicants to submit renewal invoices to their employer to pay FCB on their behalf. It is also a term used to refer to the system functionality.
 - This section focuses on how to renew a credential using the “employer pay” option.
 - The next section, **EMPLOYER-FCB SYSTEM INTERFACE**, provides initial system information necessary to use the employer-pay function.
- A credential record **MUST** be associated with an **EMPLOYER CONTACT** for certification fees to be paid by through the “employer pay” option.
- Associating a credential record with an **EMPLOYER CONTACT** and submitting a renewal application are two separate activities. This section focuses on submitting the renewal application using the employer-pay pathway.



EMPLOYER PAY

A brief tutorial is online at <https://flcertificationboard.org/maintenance-renewal/>

Scroll down and view *How to Renew as Employer-Pay*

- The system will process the renewal application, create a payment pathway, and generate a zero-balance invoice for the user – the pending invoice will remain available for the employer to pay.
- The credential will not be renewed until payment is received from the employer.
- The employer will access their EMPLOYER CONTACT with the FCB provided username and password, select linked credential records, select eligible open invoices, and submit payment through a secure, online “shopping cart” feature.
- The system renews the credential within 24 hours of receipt of online payment (credit card or e-check) or check or money order through the US Mail.
- Renewal invoices rejected by the employer will be returned to the certified professional for resolution.



EMPLOYER - FCB SYSTEM INTERFACE

EMPLOYER-PAY ... ITS NOT JUST FOR RENEWAL!

SYSTEM REQUIREMENTS AND CAPABILITIES





EMPLOYER – FCB SYSTEM INTERFACE

(AKA “EMPLOYER PAY”)

Understanding the concept of Employer-Pay as a system function and its capabilities

- The system is based on **unique users and credentials** – this means that anyone who accesses the system for any reason must have a “contact” or “account” in the system. The term “employer pay” refers to the system functionality that allows:
 - **employers** to interact with the FCB system to view non-confidential employee credentialing records and pay outstanding invoices to FCB on behalf of eligible employees, AND
 - **applicants and certified professionals** to select “employer pay” to create the system pathway that routes open application, testing, and renewal fees to their employer for payment and/or link specific credentialing records to an EMPLOYER CONTACT for tracking purposes.
- Employer pay also refers to the system relationship between an FCB generated EMPLOYER CONTACT record and an applicant/certified professional’s credentialing records that have been associated with the EMPLOYER CONTACT.
 - A credential record **MUST** be associated with an EMPLOYER CONTACT for certification fees to be paid by through the “employer pay” function.
 - A credential record **MUST** be associated with an EMPLOYER CONTACT for employers to view rosters of current employees and their credentialing record statuses (non-confidential information only)
- The FCB creates the EMPLOYER CONTACT, login, and username for agencies that have requested “employer pay” functionality.



EMPLOYER – FCB SYSTEM INTERFACE

(AKA “EMPLOYER PAY”)

Understanding the concept of Employer-Pay as a system function and its capabilities

- The link between an EMPLOYER CONTACT record and an individual’s credentialing records only shows non-confidential information and allows access to pay open invoices.
 - The system relationship IS NOT between the EMPLOYER CONTACT and the individuals entire credentialing account – it is between person’s specific records that have been “associated” or “linked” to the EMPLOYER CONTACT.
 - Employers with access to the EMPLOYER CONTACT, applicants, and certified professionals can associate or unassociated individual credential records with an EMPLOYER CONTACT.
- An EMPLOYER CONTACT can be associated to many credentialing records.
- A credential record can ONLY be associated with one EMPLOYER CONTACT, but one person can have multiple credential records and associate each with a different EMPLOYER CONTACT (if necessary and appropriate).



EMPLOYER – FCB SYSTEM INTERFACE

THE EMPLOYER CONTACT

- The FCB creates each EMPLOYER CONTACT in the system for employer's who request "employer pay" status. FCB also assigns a unique login and password to the EMPLOYER CONTACT.
- There is only one EMPLOYER CONTACT in the system for each participating employer.
- CBC Lead Agency Case Management/Licensing Organizations (CMOs) **must be under active contract with a CBC Lead Agency** to hold active "employer pay" status.
- Multiple people can use the single EMPLOYER CONTACT username/password; however, one user can not access multiple EMPLOYER CONTACTS under a single login/password.



EMPLOYER – FCB SYSTEM INTERFACE

THE EMPLOYER CONTACT

- EMPLOYER CONTACTS have been created and exist in the system for:
 - ✓ Each DCF Region
 - ✓ DCF Central Office
 - ✓ DCF Quality Office
 - ✓ Each Sheriff Office conducting Protective Investigations
 - ✓ Each CBC Lead Agency under contract with DCF to provide services
- FCB is in the process of identifying active CMOs – eligible CMOs must be under active contract with an active CBC Lead Agency to be included in the system roster of EMPLOYER CONTACTS.
- The final EMPLOYER CONTACT names will be published in the coming weeks; EMPLOYER CONTACT records can be updated, deleted or added as necessary.



EMPLOYER – FCB SYSTEM INTERFACE TUTORIALS COMING!



- Additional tutorials are in development and will be posted with the existing online tutorials:
<https://flcertificationboard.org/maintenance-renewal>
 - For employers: how to access the system, locate and view records, associate and unassociated records, and pay open invoices
 - For applicants and certified professionals: how to associate credential records with EMPLOYER CONTACTS
- You don't have to wait on the tutorials to link a renewal application to an existing EMPLOYER CONTACT and/or submit a renewal application for payment using the “employer pay” option.

THANK YOU!

PLEASE CONTACT THE FCB DIRECTLY FOR TECHNICAL ASSISTANCE!

