Welcome to HomeReady

DEPARTMENT OF
Children & Family Services

Frequently Asked Questions for Families

We're excited you're here! HomeReady is Louisiana's new online portal designed to make the certification and recertification process simpler, faster, and easier for you and your family. This guide answers common questions to help you get started.

What is HomeReady?

Q: What is HomeReady?

A: HomeReady is an online portal created by Louisiana DCFS to help foster and kinship families complete their certification paperwork from home. Instead of printing forms and meeting in person for every step, you can do much of the work online at your own pace, on your own schedule.

Q: Do I have to use HomeReady?

A: HomeReady is the new certification platform for Louisiana. Your Certification Worker will help you access the portal and guide you through the process. If you have questions or need assistance, they will support you.

Q: Who can use HomeReady?

A: HomeReady is available to all individuals applying to become licensed foster or kinship caregivers in Louisiana. The HomeReady portal is designed for you, as the primary applicant, as well as household members and references who need to provide information.

Getting Started

Q: How do I log in to HomeReady?

A: Your Certification Worker will send you a Welcome Email to HomeReady along with login instructions. Click the link, sign in using Secure Single Sign-in (SSO), and you are ready to get started!

Q: Can I use HomeReady on my phone?

A: Yes! HomeReady is designed to work on phones, tablets, and computers. You can complete forms, upload documents, take photos, and check your progress from any device, anytime.

Using HomeReady

Q: What can I do on HomeReady?

A: On HomeReady, you can:

- Complete certification forms online
- Upload important documents (training certificates, medical records, background checks, etc.)
- Take photos and sign documents electronically
- View your progress and see what documents are still needed
- Track your certification timeline and upcoming deadlines
- Get notifications when your Certification Worker sends you messages or documents

Q: How do I upload documents?

A: When you log in, you will see a list of documents you need to upload. For each one, click the requirement title, select the file from your phone or computer, and submit it.

Q: What documents do I need to upload?

A: HomeReady will show you a checklist of all required documents for your certification. This typically includes training certificates, medical records, background clearances, references, and any other documents needed by Louisiana DCFS. Your Certification Worker can explain any items you are unsure about.

Q: Can household members help with the application?

A: Yes! Household members can use their own login to complete forms and upload documents directly. This means everyone can work on their parts of the application at the same time.

Security & Privacy

Q: Is my information secure on HomeReady?

A: Yes. HomeReady uses secure encryption and follows all Louisiana DCFS data protection standards. Your personal information and documents are protected and can only be viewed by authorized people on your certification team.

Questions & Support

Q: I'm having trouble with HomeReady. What should I do?

A: First, reach out to your Certification Worker. They can often help with questions about what documents you need or how to navigate the portal. If you need technical support, contact Binti Chat Support, located at the bottom right corner of your screen.

Q: Will my Certification Worker be checking in with me?

A: Yes! Your Certification Worker will reach out to make sure you can log in successfully and to answer any questions you have about using HomeReady. They are here to support you through the process.

Q: How long does certification take?

A: The timeline varies depending on your situation, but HomeReady helps speed up the process. By uploading your documents early and staying on top of requirements, you can help move things along. Your Certification Worker can give you a better sense of your specific timeline.

We're Here to Help

HomeReady is designed to make your certification journey easier. If you have questions not answered here, reach out to your Certification Worker. They are happy to help!