



Missouri Foster Parent Portal FAQs

1. What is the MO Foster Parent Portal?

The MO Foster Parent Portal is a secure online tool that allows current and prospective resource providers to complete licensing tasks electronically. The portal provides one convenient location to submit documents, complete forms, monitor licensing progress, and manage renewal requirements.

2. When can I begin using the portal?

The MO Foster Parent Portal will be available beginning July 14, 2026, families licensed and managed by Children's Division. Families licensed and managed by Foster Care Case Management (FCCM) and Child Placing Agencies will receive access later this year.

Foster families licensed or managed by Children's Division will receive a welcome email from their licensing worker with information on how to access your portal account.

For families interested in becoming a resource family please access the portal by using the following link <https://family.binti.com/users/signup/missouri-dss-initial> or scanning the QR code below.



3. What can I do in the portal?

Using the portal, you can:

- Complete and submit licensing forms.
- Upload required documentation.
- View the status of your application or renewal.
- Receive notifications about required actions.
- Update certain personal information.
- Access licensing information anytime, from any device with internet access.

4. Do I have to use the portal?

The portal is the primary method for completing licensing activities and is designed to make the process easier, faster, and more convenient. Should you have any concerns about your ability to utilize the portal please reach out to your resource worker for assistance.

5. Is my personal information secure?

Yes. The MO Foster Parent Portal uses secure technology to help protect your personal information. Access is limited to authorized users, and information is handled in accordance with applicable state security and privacy requirements.

6. How does Artificial Intelligence (AI) help within the portal?

The portal includes AI-powered features designed to make completing licensing tasks easier. For example, AI may help organize information, assist with completing forms, or improve the overall user experience. AI is used to support the licensing process—it does not replace the professional judgment or decisions made by Children's Division staff and management. Licensing decisions are always made by qualified staff based on Missouri policy and applicable regulations.

7. Will AI make decisions about my license?

No. AI does not approve, deny, or make licensing decisions. All licensing determinations are reviewed and made by Children's Division staff and management.

8. What if I need help using the portal?

Support resources, including user guides and training materials, will be available. If you need additional assistance, you can also contact your licensing worker for help. For technical assistance while using the portal please use the Binti Blue chat feature in the portal, or email them at help@binti.com, or call 1-844-424-6844.

9. Can I use the portal on my phone or tablet?

Yes. The portal is designed to work on computers, tablets, and most mobile devices, allowing you to access your information wherever it is convenient.

10. What happens if I forget my password?

You can use the "Forgot Password" option on the login page to securely reset your password.

11. Will I still work with my licensing worker?

Yes. The portal is a tool to support communication and simplify the licensing process. Your licensing worker remains your primary contact for questions, guidance, and licensing decisions.

12. How often should I log in?

You do not need to log in on a regular schedule. We encourage you to access the portal whenever you receive a notification, need to complete licensing or renewal activities, upload documentation, or check the status of your application.

13. What if documents will not upload?

- Verify that the file meets size and format requirements.
- Try using a different browser or device.
- Ensure you have a stable internet connection.

If you are still having trouble after trying the above, please utilize the Binti Blue chat feature located in the portal-or reach out to your licensing worker. You may also email Binti at help@binti.com or call them at 1-844-424-6844.