Los Angeles County Department of Children and Family Services

CSEC Tracking System Utilization Training for DPOs/SDPOs





WELCOME



OBJECTIVES:

Purpose of CSEC Tracking System Learn how to use/navigate CTS Know how to troubleshoot





In order to ensure the successful management and monitoring of the CSEC Advocacy Services program, a CSEC Advocacy Services platform was developed to:

- Streamline the review, monitoring and tracking of referrals and Advocacy agency deliverables and Advocacy Services activities to ensure quality control
- Establish a systematic and reliable way of tracking and monitoring program goals and outcomes for youth receiving Advocacy Services to support continuous quality improvement efforts
- Establish a mechanism by which to pull down monthly management and outcome reports to assess agency progress in meeting outcome areas related to safety, permanency, well-being, all of which require various calculations that are programmed in CTS
- > Move away from using multiple excel worksheets and centralize data into one electronic system.



Purpose of CTS for DPOs:

- The CSEC Tracking System will allow CTS users to create referrals in the system.
- The automated platform will eliminate manual process and will allow CSW to monitor and track the referral.



CSEC Tracking System (CTS)

Probation uses CTS to do the following:

- 1. Initiate and submit CSEC Advocacy Referrals for youth who are at-risk or victims of CSE
- 2. View Client Summary and forms/reports completed by the CSEC Advocate assigned to youth (read Only)
- 3. Review, Approve/Reject:
 - Advocacy Plans
 - Termination Reports
 - Restoration Fund Requests
 - Extension Requests
- 4. View all youth on DPO caseload currently assigned to Advocacy Services, along with the Advocacy Agency and Advocate assignment
- 5. Search for history of prior CSEC Advocacy Services provided to a youth and youth currently assigned to Advocacy Services

6. Obtain Management Reports



CSWs/DPOs are authorized to:

i. View Client Summary, all the forms and reports (read only) submitted by Advocacy Agency ii. Submit CSEC Advocacy Referrals iii.Approve/Reject: -Advocacy Plan -Termination Report -Restoration Fund Request (Phase II) -Extension Request (Phase II)

CSEC Tracking System

Access Levels

SCSWs/SDPOs are authorized to:

i. View Client Summary, all the forms and reports (read only) submitted by Advocacy Agency
ii. Approve/Reject:

-CSEC Advocacy Referrals
-Termination Report
-Restoration Fund
Request (Phase II)
-Extension Request (Phase II)



Access Levels

CTU Probation Administration is authorized to:

i. View Client Summary, all the forms and reports (read only)
ii. Add/Remove user(s) (*Probation admin, DPO, & SDPO*)
iii.Approve/Reject: CSEC Advocacy Referral Auxiliary Funds Request Restoration Funds Request Extension Requests
iv.Generate management reports



Access Levels

Advocacy Agency Administrators are authorized to:

- View listing of all referrals assigned or pending for assignment to an Advocate
- ✓ Assign referrals to Advocates
- View existing caseload with referral assignment date, lead agency, and overdue alerts
- View Client Summary, all the forms and reports (read only)
- View, process, and submit Master Activity
- ✓ Add/edit CTS users and their role
- View Management Reports to support CQI efforts

Advocates are authorized to:

- View listing of assigned referrals, with lead County agency, Task Alerts/Overdue Alerts, Client Summaries
- Document Advocacy Activities on CTS
- Create/Submit deliverables through CTS
- Receive notices for approvals and rejections by DCFS/Probation
- ✓ Upload documents onto CTS
- Receive updated information on newly assigned DCFS staff and current placement information



CSEC Tracking System (CTS) For the DPO

Logging In

LOGIN:

 Click the "County Login" button to enter The CSEC Tracking System (no need to enter username and password)

Forgot Password?

Click the "(County Users)" to reset password.

DPO Home Page

DPO Home Page includes:

- Search: Allows DPO to search youth that are in the CSEC CTS database
- Assignment Listing: Displays all CSEC victims/at-risk of CSEC youth on DPOs caseload.

	Los Angeles County DCFS CSEC Tracking Syst	em 🏶 Home				🛓 DPO Name	🕩 Logout
	■ Q. Search						
	Referral #:			PDJ #:			
	Youth Last Name:			Youth First Name:			
To generate a	Youth DOB:		曲	Status:	Non-Closed	~	
<u>referral:</u>		Q Search X Clear					
First click on	Assignment Listing	+ Create Assignment					Total: 17
"Create Assignment"	Assignment # Referral	CPH Referral # Date	Referral Name	Youth Name 🛇	PDJ #	Status	Agency
	1 10363		Information rem	oved due to cor	fidentiality.		

CSEC Tracking System Generating a referral

	🕯 Assignment Detail					
After you click on "Create Assignment",	* Referral #:			٩	* Initial Referral Date:	₩
Detail box will pop-	* Referral Name:				* Youth Name:	
	* DOB:	曲	Age:		* Language:	
Enter all information in all fields	* PDJ #:					
Click on "Save &						
Create Referral"	≪ Back Save S	Save & Create Referral				

CSEC Advocacy Services Referral pops up

DPO can Save/Submit "CSEC Advocacy Referral" after filling all required fields and signing by clicking on "Sign" button and then "Submit" button.

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Assignment #:	13514	Statuc	New	
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(Mandarung / The Institut)				
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* Section VI: Signatures				
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CSEC Tracking System Submitting an Advocacy Services Referral

CSEC Tracking System Submitting an Advocacy Services Referral

When the DPO submits a referral to the SDPO, it will display on "Assignment Listing" with the status of "Pending Supervisor Approval"

Assignment CPH Referral # Referral # Date Referral Name Youth Name PDJ # Status Agency 4 13514 - - Pending Supervisor Approval	🗎 Assignment	Listing + Create	Assignment						Total: 5
4 13514 Pending Supervisor Approval	Assignment #	Referral #	CPH Referral Date	Referral Name	Youth Name 🛇	PDJ #	Status	Agency	
	4 13514						Pending Supervisor Approval		

Reviews/Approvals of Advocacy Services Referral

Once the DPO submits the CSEC Advocacy Services Referral, it goes to the Supervisor and Probation CSEC Administration for review/approval.

If approved:

- If the SDPO approves, the referral goes to Probation CSEC Administration for review/approval/rejection.
- If Probation CSEC Administration approves, referral is assigned to an Advocacy Agency, who will then assign an Advocate to the referred youth.
 - DPO will receive an assignment alert via e-mail once Probation CSEC Administration has assigned the referral to an Advocacy agency.

If not approved:

If the referral is rejected by the SDPO, it will be sent back to the DPO for modifications. DPO will receive an e-mail alert that referral was rejected.

What is my Supervisor is not available to review/approve?

If your Supervisor is on vacation/on leave, the DPO can submit the referral to another who has the SDPO role. DPO will need to inform the substitute SDPO via e-mail/call that a referral needs to be reviewed/signed.

CSEC Tracking System View Client Summary & other deliverables

Los Angeles County Department of Children and Family Services

The Client Summary Page includes:

Client information

You will also be able to click on the following tabs to access:

- Advocacy Plans
- Advocate Activity
 - Documents (Referral, FRP Intake form, Strength & Needs Assessment, 6 month review report, Termination Report, Extension Requests)

CSEC Tracking	g System					a Orgonan, Lisik	€+ L
Lient Summary	M Advocacy Pl	an 🖣 Advoo	cate Activity	Documents			
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		2/		DCFS Office:			
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Name: DOB:		曲	Age:	La Currently Assi	igned Staff		
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АКА				SDPO:			
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Current / Last Known Residence:				Continuing Service SCSW:			
Contact (Phone / Social Media):				Dependency Investigator CSW / SCSW:			
Caregiver Name:				Emergency Response:			
Caregiver Phone:							
Relation to Child:				Additional Tea	am Members		
Mother's				Advocate:			
Father's				Supportive Relatives:			
Address:				Law Enforcement			
Other Family / Friends:				Contacts:			
Known Tattoo's / Markings:				DMH / Therapist:			
Known				Substance Abuse Provider:			
Exploiter(s):				PHN:			
Pregnant?	⊖ Yes ⊖ No			Educational			
Parenting? Child(ren) in Open	Ves No CWS Case? Ves	No		Child's Attorney:			
🛪 Run Away Statu	us / Misc Updates						

CSEC Tracking System

View Client Summary & Other Documents

Advocacy Plans – Approving/Rejecting

Advocacy Plans:

Advocates are required to provide an initial Advocacy Plan and updated Advocacy Plans. The Advocate will complete and submit Advocacy Plans to the DPO for review/approval/rejection.

DPOs/SDPOs must Review/Approve/Reject Advocacy Plans:

DPOs will receive an e-mail alert when an Advocacy Plan has been submitted by the Advocate for review/approval by the DPO. Once DPO approves, the Advocacy Plan goes to the SDPO for review/approval/rejection.

Note: The Advocate will receive an e-mail notification of rejected and approved Advocacy Plans.

Note: DPOs and SDPOs will receive e-mail notifications to remind them to take action on a pending Advocacy Plan.

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114------. Start Date Properties Bod Later Autori Brei Date . Prate Letronian Province According Centines Section Manage Inc. Warrison **Approving and Rejecting** Westing Names **Advocacy Plans:** O Long Term Princip Sec. Seate Upon review, the **DPO** can Approve Charty Goale Dar Date True Member These of Acres Bert Comparent of Gast int destrated by Addressed How, stiry Reject Connect Ballying Sec. 10. 10. Concern. @ Labing Plane Courses Ways to college a chickers Coping Valle Gaming \$107 22 Present Marrierer No. **Building only 10** Telephonic In Same Siles Bres --

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CSEC Tracking System

Advocacy Plans – Approve or Reject

How to Approve/Reject Termination Reports:

DPO will receive an e-mail notification that a Termination Report has been submitted by the Advocate for the DPO's review and approval. DPO may review and **Approve or Reject** the Termination Report.

If DPO approves the Termination Report, the report goes to the SDPO for review/approval.

Note: Reminder e-mail notifications are sent until action is taken on the Termination Reports.

CSEC Tracking System

Approve/Reject Termination Reports

* Youth Name:		* DOB:	🗰 Age:	
* Date of		* CSW/DPO Name:		
remnation				
* Reason for			~	
Termination:				
If youth ran away or				
refused services,				
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* O Long-Term Goals:	Long-Term Goal	Goal Achieved	If No, Why?	
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CSEC Tracking System Restoration Fund Requests

Reviewing Restoration Funds Requests:

DPOs to review Restoration Fund Requests submitted by Advocate.

Restoration Funds may be used when there are no other existing funding resources available to meet the need.

Advocates submit Restoration Funds request to CSEC Administration for review and approval

	Expenditures must be pre-approved	by DCFS/Probation CSW/DF	O and approved by the	DCFS/Probation Adminis	strator. In addition, the
	expenditures must be in alignment a	and support of the goals ider	tified in the youth's Cas	e Plan/Advocacy Plan. It	ems should not be
	purchased until this request is app with the appropriate receipts to b	proved by the DCF5/Probat e reimbursed for the exper	ion Administrator. The iditure.	Contractor must subm	it this approval request
Date of Request:		曲			
equestor (Agency		*	CSEC Advocacy		
Representative):			Agency:		
* Youth Name:			* DOB:		曲
* Lead Agency:		* 5	tate ID / PDJ #:		
* 🔳 Item(s)					
Requested:	+ Item Requested	Quantity		Projected Cost	Actual Cost
		Total C	ost:	0	0
* Justification:					
					10
E Receipts:					
	2 Receipt	Description	Rece	eipt Date	

CSEC Tracking System (CTS) For the SDPO

CSEC Tracking System SDPO Home Page

- **Search:** Allows SCSWs to search youth on CTS database
- Assignment Listing: Displays "CSEC" assignments assigned to SDPOs unit.

	ę	Los Angele	s County DCFS	System 🏾 🎢	Home						SCSW Nar	ne 🕞 Logout
		Q Search										
		Ret	ferral #:					Case #:				
SDPO Home Page:		Youth Last	Name:				You	th First Name:				
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	2	10016			Informatio	n removed o	due to confi	dentiality.	Pending Supervisor Approval			
	3	10030							Approved	ZOE		

Supervisor Review of Referrals: SDPOs review CSEC

Advocacy Referrals by

clicking on system

generated "Assignment #" with status displayed "Pending Supervisor Approval"

	Q Search										
	Refer	rral #:					Case #:				
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CSEC Tracking System

SDPO review/approval of

referrals

How SDPOS Approve/Reject a CSEC Advocacy Services Referral:

Review the referral to ensure that the referral has been completed thoroughly and correctly.

Ensure that any safety alerts are documented on the referral so that the Advocacy Agency is aware so they can take proper safety precautions.

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CSEC Tracking System

SDPO Review/Approval of referral

CSEC Tracking System Supervisor Review/Approval of referral

Supervisor review of Advocacy Referral

NO Not applicable Yes -**Child Protection Hotline?** referral: Reason for Rejection × Describe how the youth came to the attention of DCFS/Probation: * Reason: **Describe current family** dynamics/family involvement: ♦ Cancel Reject * Section VI: Signatures 曲 **DPO Name:** Date: 12/7/2021 曲 SDPO Name: Date: PDF. Reject « Back Approve

How SDPOs Reject a CSEC **Advocacy Services Referral:**

After SDPO signs the document, click on Rejectand state the **Reason** in the pop-up window box

<u>SDPOs</u> <u>Review/Approve/Reject</u> <u>Advocacy Plans:</u>

Supervisors will receive an e-mail notification that an Advocacy Plan is pending approval.

Review and then click Approve or Reject. The Advocate will receive notification of the approved/rejected Advocacy Plan. If rejected, Advocate will need to resubmit.

CSEC Tracking System

Supervisor review of Advocacy Plan

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How SDPOs Approve/Reject a Termination Report: SDPOs will receive an e-mail notification to review and approve/reject the Termination Report after the DPO has reviewed and approved.

CSEC Advocacy Agencies are required to submit a Termination Report when a youth has exited or graduated from the CSEC Advocacy Services program.

CSEC T	Fracking	Systen
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Supervisor Review of

Terminationaion Reports

* Youth Name:			* DOB:	曲	Age:	
					20 7 22	
* Date of Termination:	12/7/2021		* CSW/DPO Name:			
* Reason for Termination:						*
If youth ran away or refused services, document efforts made to engage youth:						li.
Long-Term Goals:	Long-Term Goal		Goal Achieved	If No, Why?		
	3					
• 🛍 Community Resources:	Name of Community Resource	i)	Description of Resource	Resource Cont	tact Info	
	2.					

CSEC Tracking System SDPO access to Client Summary & Activities

How SDPOs view Client Summaries

SDOs can view "Client Summary" information and advocate activities by clicking on "Assignment #" for a referral with status "Approved".

<u>V</u> <u>S:</u>	Assignment Listing (Note: CSEC cases/referrals will be displayed after it is flagged CSEC in CWS/CMS)					Total: 2			
,"	Assignment #	State ID	Referral #	CPH Referral Date	Referral Name	Youth Name 🛇	Case #	Status	Agency
s by or a	1 10084							Pending CSEC Admin Approval	
5	2 10085			Informatio	on removed due to con	nfidentiality.		Approved	ZOE / Advocate, Alan

Document	Complete Within:	Method to Submit:	Notes		
FRP Intake (for FRPs)	14 calendar days of referral assignment date	When an advocate submits the system will email: To: CSW/DPO CC: SCSW/SDPO, DCFS/Probation CSEC Administrator and <u>CSECAdmin@dcfs.lacounty.gov</u> , <u>childtrafficking@probation.lacounty.gov</u> Also, system will send a reminder email to advocate and Cc to advocate admin	Current contract requires FRP Intake Forms to be submitted to CSEC in- boxes for DCFS/Probation		
Safety Plans (for Non-FRPs)	14 calendar days of referral assignment date	When an advocate submits the Safety Plan, the system will email: To: CSW/DPO CC: SCSW/SDPO, DCFS/Probation CSEC Administrator and <u>CSECAdmin@dcfs.lacounty.gov</u> , <u>childtrafficking@probation.lacounty.gov</u> Also, system will send a reminder email to advocate and Cc to advocate admin	Current contract requires document to be submitted to CSW/DPO		
Strengths and Needs Assessment	30 calendar days of referral assignment date	When an advocate submits the S&NA system will email: To: CSW/DPO CC: SCSW/SDPO, <u>CSECAdmin@dcfs.lacounty.gov</u> , <u>childtrafficking@probation.lacounty.gov</u> Also, system will send a reminder email to advocate and Cc to advocate admin	Current contract requires document to be submitted to CSW and SCSW and/or DPO/SDPO Probation, whomever is the lead. If a dual supervision case, send to both DCFS and Probation.		
Advocacy Plans	Initial: Within 30 calendar days of referral assignment 2 nd plan: 120-134 calendar days of referral assignment 3 rd plan: 300-314 calendar days of referral assignment	Submit to CSW/SCSW or DPO/SDPO for review and approval	Current contract requires Advocacy Plans to be reviewed and approved by CSW/SCSW or DPO/SDPO		
Six-Month Review Report	180-194 calendar days of referral assignment	When an advocate submits the 6-month review report, system will inform CSW/DPO, SCSW/SDPO.	Current contract requires Advocacy agency to e-mail the report to CPM and assigned CSW, SCSW, and/or DPO/SDPO.		
Termination Report	7 business days of termination	Submit to CSW/SCSW or DPO/SDPO for review/approval.	Current contract requires Termination Report to be submitted within 7 business days of termination. Obtain review/approval by CSW/SCSW or DPO/SDPO		
Extension Requests	 As needed, submit the first extension between 330-345 days of referral assignment As needed, submit the 2nd extension request within 420-435 days of referral Advocate can have 2 extensions each 3 months total of 6 months. Services beyond 18 months are not permitted unless County Program Manager provides written approval. 	When an Advocate submits an Extension request, system will send an email to Admin for approval To: DCFS CSEC Admin CC: Probation CSEC Admin, <u>CSECAdmin@dcfs.lacounty.gov</u> , <u>childtrafficking@probation.lacounty.gov</u>	Current contracts reads: 1 st 3 month extension: 330-345 days of referral assignment 2 nd 3 month extension: 420-435 days of referral assignment Review/approval by: CSW/SCSW or DPO/SDPO and final approval by County Program Manager (CPM). Services extension beyond 18 months not permitted unless written approval provided by CPM.		
Restoration and Auxiliary Funds Requests	Submit to the Lead Agency (DCFS or Probation) Admin inbox	Requires CSEC Admin approval CSECAdmin@dcfs.lacounty.gov, childtrafficking@probation.lacounty.gov			

CSEC Tracking System Management Reports

Of all FRP referrals assigned by advocacy agency during the month, how many/what percent had....

Agency Name	DCFS or Probation	Youth's Name	Response within	Humanitarian	CSEC Medical	MDT within 10	FRP Intake form
	Lead?		90 minutes? (yes	bag provided?	Clearance	days?	submitted within
			or no)	(yes or no)	Exam		14 days? (yes or
					provided?		no or in progress)

Of all FRP Intake Forms submitted, provide the following data:

L.E. Agency	Staging Area	Trafficker	Trafficker	Status of youth	Status of youth	Responding	Out of
		Identified?	arrested?	at 72 hours	at 10 days	DCFS/Probation	County/Out of
						unit	State Youth
Number and	Number and	Number and	Number and	Number and	Number and	Number and	Number and
Percent of FRP	Percent of FRPs	Percent of FRPs	Percent of FRPs	Percent of	Percent of	Percent of FRPs	Percent of FRPs
Responses by	by Staging Area	where Trafficker	where Trafficker	Youth's Status at	Youth's Status at	by Responding	that involved
Law Enforcement	(use drop down	was identified	was arrested	72 hours (use	10 days (use drop	Unit (use drop	Out of County or
Agency (pull data	menu items):			drop down menu	down menu	down menu	Out of State
from FRP Intake				items)	items)	items)	Youth
Form – there are							
drop down							
menus that							
Advocate selects							
from on many of							
the fields):							

Initial Placement Housing Decision	SART completed?	CSEC Medical Clearance
Number and Percent of Youth by Housing Decision	Number and Percent of Youth with SART	Number and Percent of Youth that had a CSEC
(use drop down menu options on FRP Intake Form)	completed:	Medical Clearance completed:

Deliverables Report:

 Number and percent of deliverables (FRP Intake Form, Safety Plan, Strengths and Needs Assessment, Advocacy Plans, Termination Report) that were completed within program timeframes

Termination Report:

- Number of days served by Advocacy agency
- Reason for termination (drop code)
- For all youth who completed the program or aged out of the program, what was the #/% of youth that completed some or all of their long-term goals?
- What was the #/% that completed all of their long term goals?
- For all youth, regardless of termination reason, what was the #/% that completed some or all of their long-term goals? And #/% that completed all of their long-term goals?

Case Reviews:

- Contacts, quality of assessment, planning, deliverables
- Engagement and teaming with youth, parent/caregiver, Child and Family Team

Adela Estrada

CSEC Program Administrator DCFS CSEC Program Phone: (310) 210-3835 Email: estraa@dcfs.lacounty.gov Website: www.dcfs.lacounty.gov

For technical support from Bureau of Information Services, e-mail:

EDL-DCFS-CTS-Support@dcfs.lacounty.gov

Promoting Child Safety and Strengthening Families