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

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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.

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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

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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)

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)

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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

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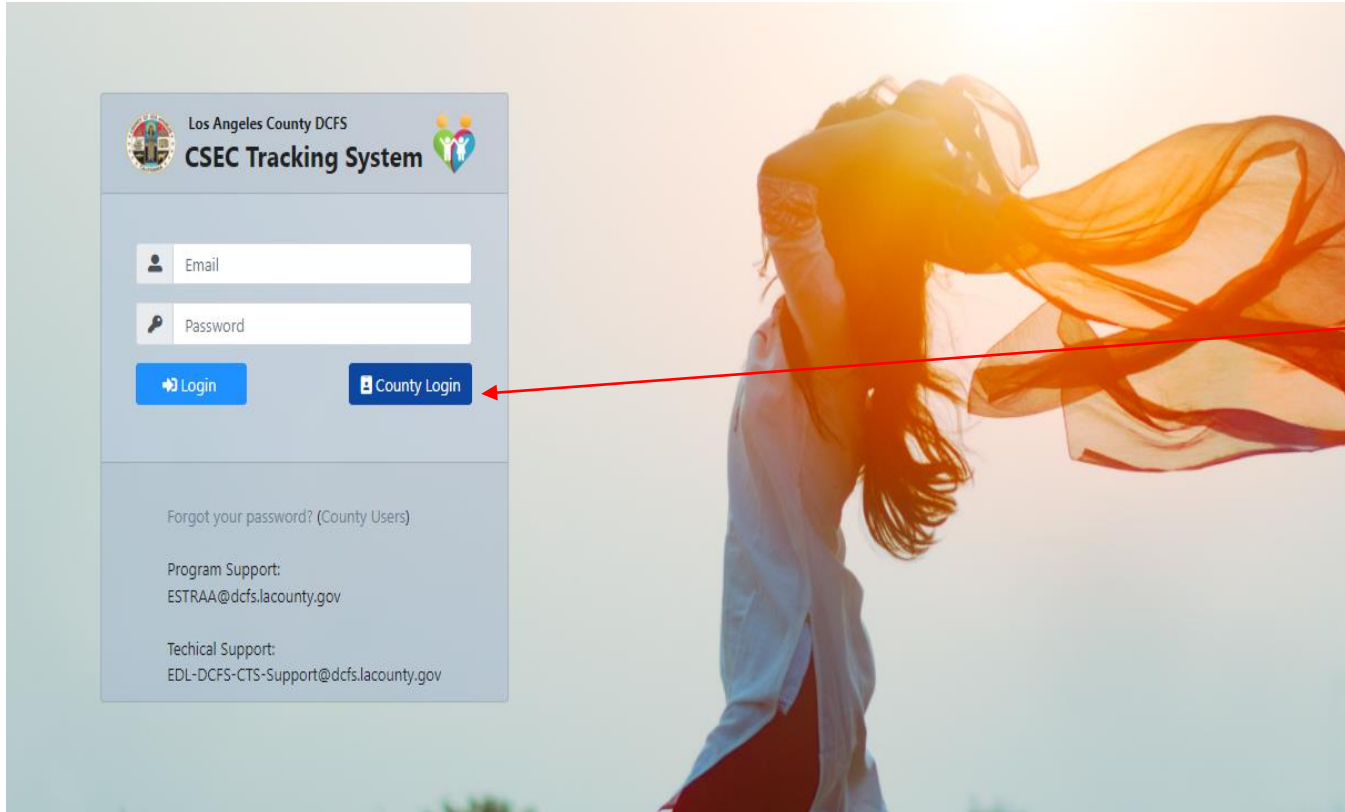
Advocates are authorized to:
- ✓ View listing of assigned referrals, with lead County agency, Task Alerts/Overdue Alerts, Client Summaries
- ✓ Document Advocacy Activities on CTS
- ✓ Create/Submit deliverables through CTS
- ✓ Receive notices for approvals and rejections by DCFS/Probation
- ✓ Upload documents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

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CSEC Tracking System
(CTS)
For the DPO

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Los Angeles County DCFS
CSEC Tracking System

👤	Email
🔑	Password

🔒 Login   🪪 County Login

Forgot your password? (County Users)

Program Support:
ESTRAA@dcfs.lacounty.gov

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

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.

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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.

To generate a referral:

First click on "Create Assignment"

Los Angeles County DCFS
CSEC Tracking System   🏠 Home   👤 DPO Name   ↩ Logout

➖ 🔍 **Search**

Referral #:		PDJ #:	
Youth Last Name:		Youth First Name:	
Youth DOB:		Status:	Non-Closed

🔍 Search   ✖ Clear

🗐 **Assignment Listing**   ➕ Create Assignment   Total: 17

Assignment #	Referral #	CPH Referral Date	Referral Name	Youth Name ⬆	PDJ #	Status	Agency
1 10363			Information removed due to confidentiality.				

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After you click on
"Create Assignment",
this **Assignment Detail** box will pop-up.

Enter all information in all fields

Click on **"Save & Create Referral"**

📋 Assignment Detail

| * Referral #: | | 🔍 | * Initial Referral Date: | | 📅 |

| * Referral Name: | | | * Youth Name: | |

| * DOB: | | 📅 | Age: | | * Language: | |

| * PDJ #: | |

« Back | ✏ Save | ✏ Save & Create Referral

CSEC Tracking System
Submitting an Advocacy
Services 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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When the DPO submits a referral to the SDPO, it will display on **"Assignment Listing"** with the status of **"Pending Supervisor Approval"**

__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.

   o 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.
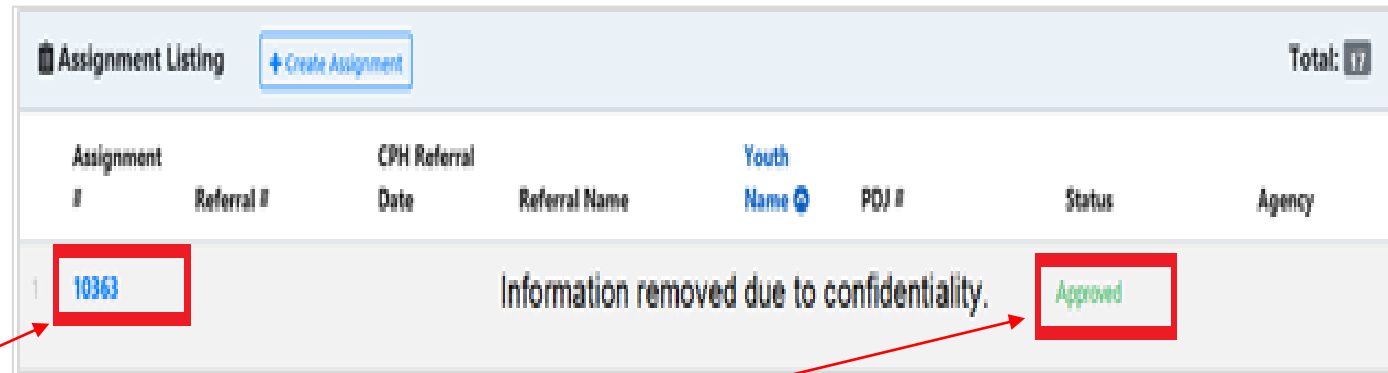
What is my Supervisor is not available to review/approve?
If your Supervisor is on vacation/on leave, the DPO can submit the referral to another who has the SDPO role. DPO will need to inform the substitute SDPO via e-mail/call that a referral needs to be reviewed/signed.

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

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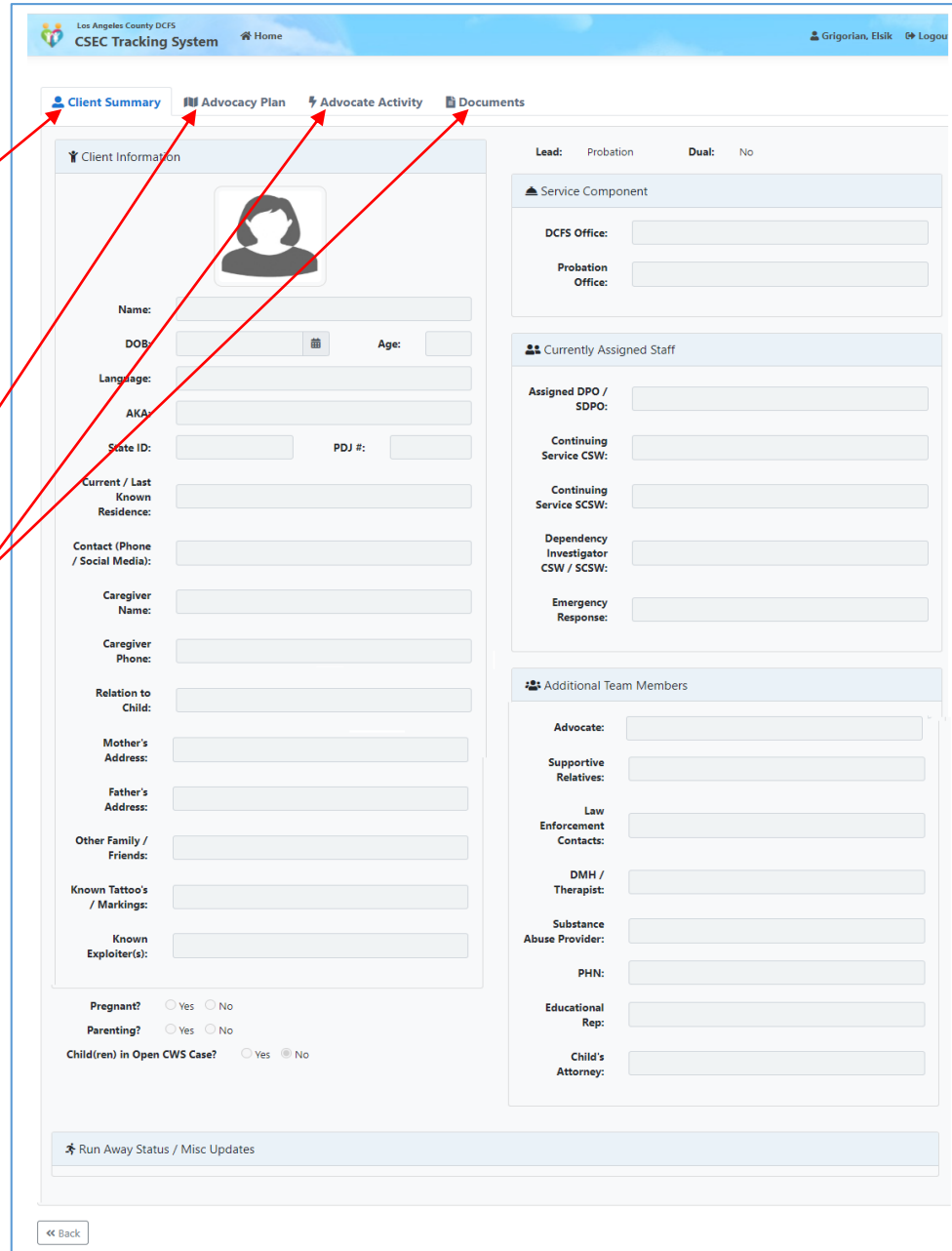Department of Children
and Family Services

The
Client Summary
Page includes:

- Client information

<u>You will also be able to click on the following tabs to access:</u>

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

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.

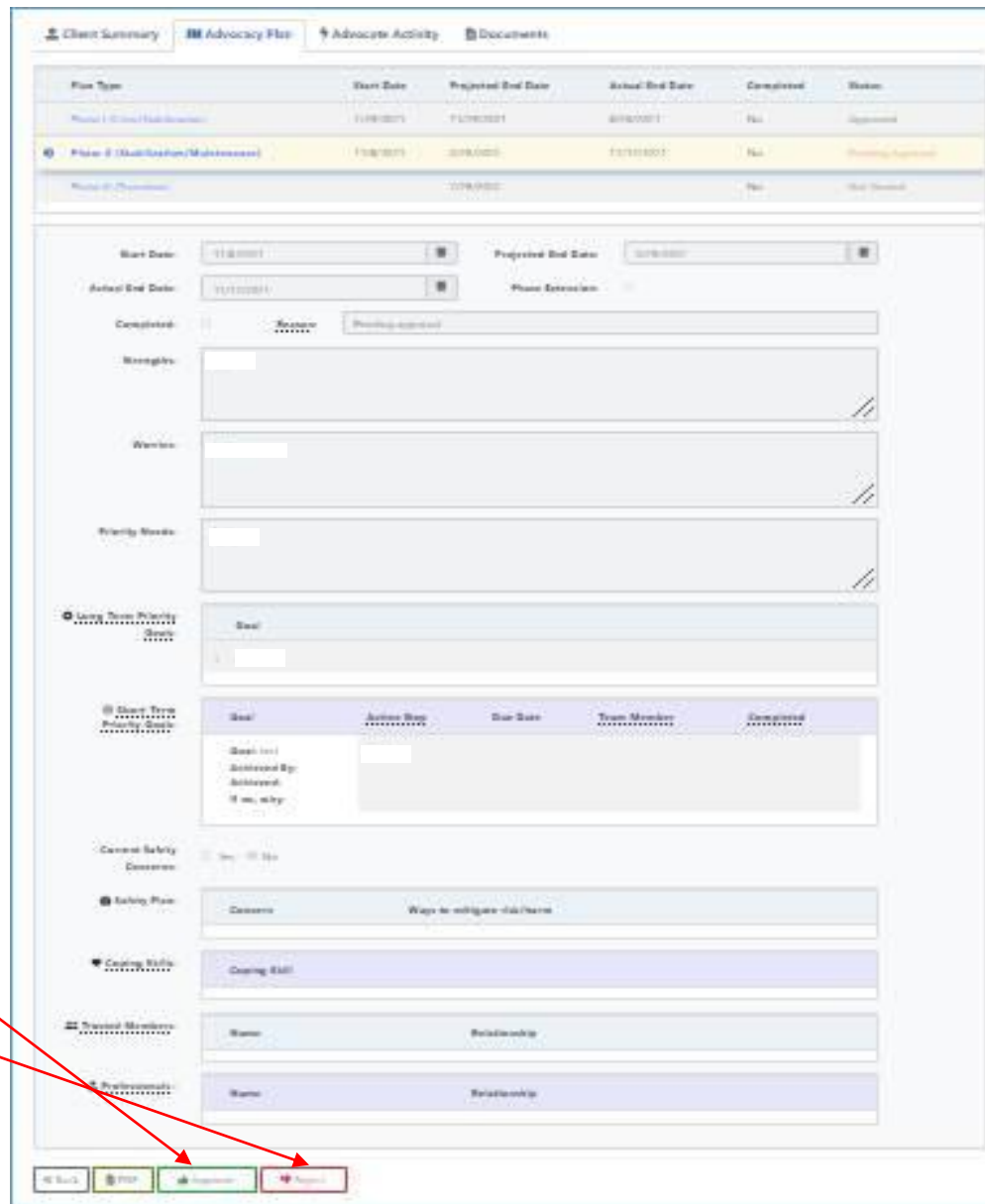**DPOs/SDPOs must Review/Approve/Reject Advocacy Plans:**

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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Approving and Rejecting Advocacy Plans:
Upon review, the DPO can Approve
 or
Reject

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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.

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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

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📄 **Restoration Funds Request**   Status: In Progress

Expenditures must be pre-approved by DCFS/Probation CSW/DPO and approved by the DCFS/Probation Administrator. In addition, the expenditures must be in alignment and support of the goals identified in the youth's Case Plan/Advocacy Plan. **Items should not be purchased until this request is approved by the DCFS/Probation Administrator. The Contractor must submit this approval request with the appropriate receipts to be reimbursed for the expenditure.**

* Date of Request:		
* Requestor (Agency Representative):		* CSEC Advocacy Agency:
* Youth Name:		* DOB:
* Lead Agency:		* State ID / PDJ #:

* 🖼 Item(s) Requested:

+	Item Requested	Quantity	Projected Cost	Actual Cost
		Total Cost:	0	0
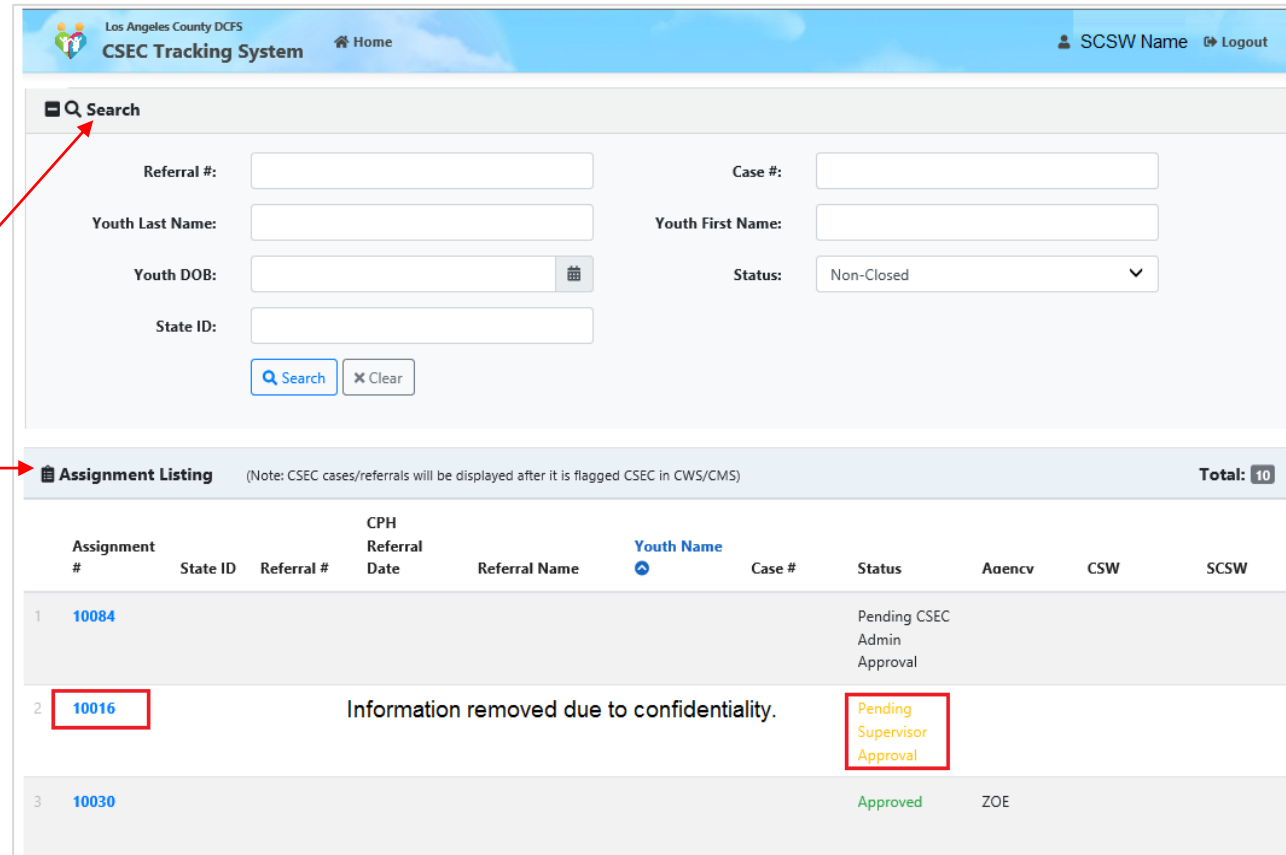
* Justification:

📑 Receipts:

⬆	Receipt	Description	Receipt Date

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CSEC Tracking System
(CTS)
For the SDPO

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

SDPO Home Page:
Once you login, you will be taken to the "home page" that displays the **Search** and **Assignment Listing** sections:

Los Angeles County DCFS
CSEC Tracking System   🏠 Home   👤 SCSW Name   🔄 Logout

🔍 Search

Referral #:		Case #:	
Youth Last Name:		Youth First Name:	
Youth DOB:		Status:	Non-Closed
State ID:			

🔍 Search   ✕ Clear

📋 **Assignment Listing**   (Note: CSEC cases/referrals will be displayed after it is flagged CSEC in CWS/CMS)   Total: 10

	Assignment #	State ID	Referral #	CPH Referral Date	Referral Name	Youth Name ⌃	Case #	Status	Agency	CSW	SCSW
1	10084							Pending CSEC Admin Approval			
2	10016				Information removed due to confidentiality.			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**"

CSEC Tracking System
SDPO Review/Approval of referral

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.
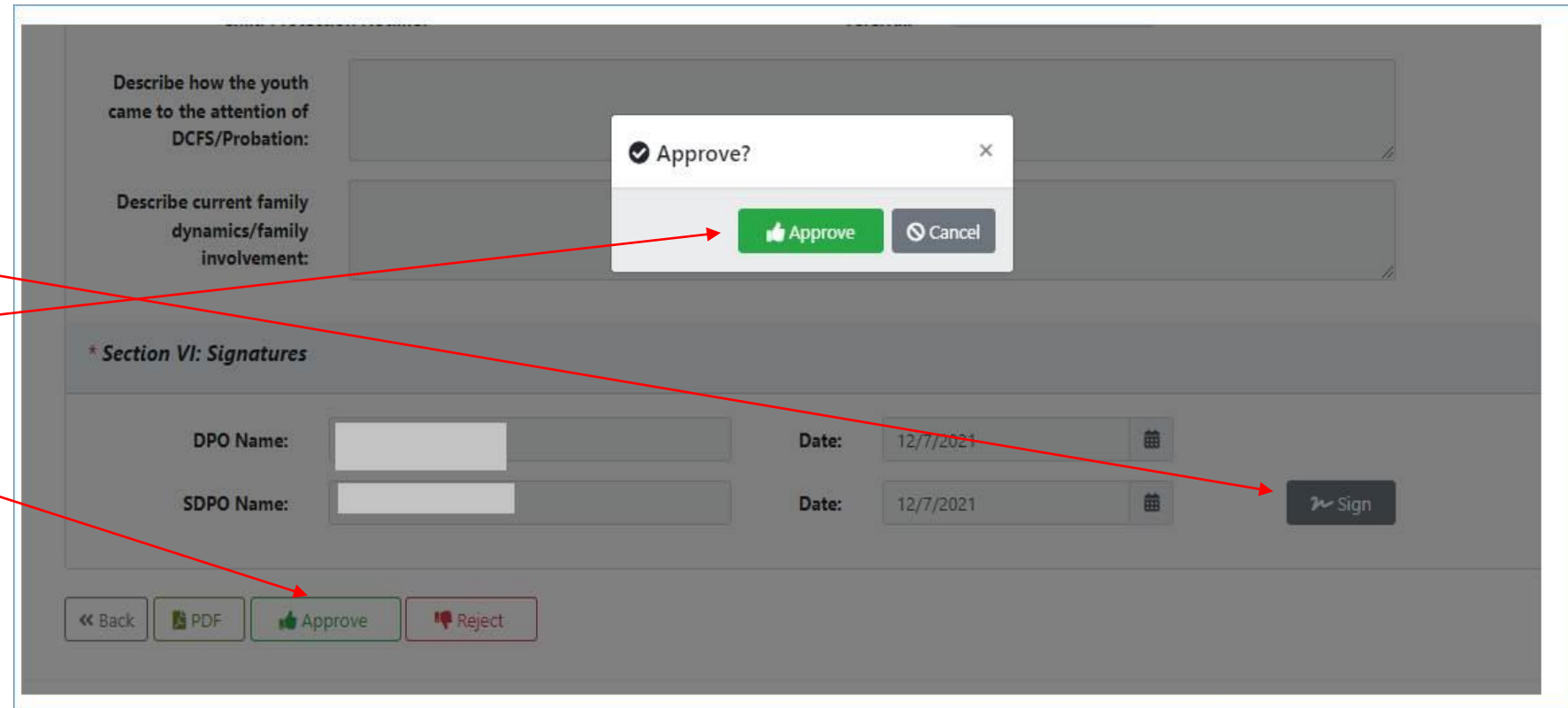
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CSEC Tracking System
Supervisor Review/Approval of referral

How SDPOs Approve a CSEC Advocacy Referral:
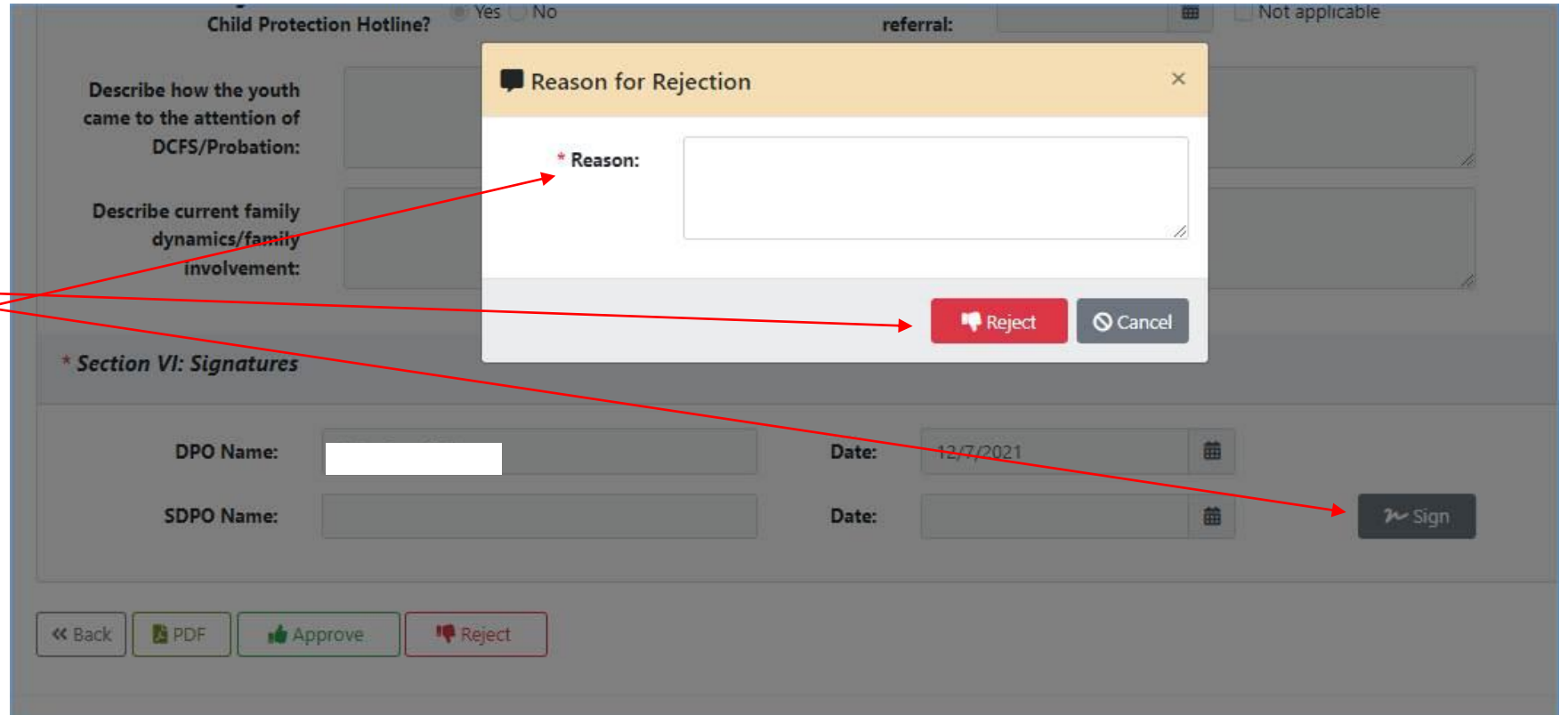
After SDPO **signs** the document, click **Approve**

How SDPOs Reject a CSEC Advocacy Services Referral:

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

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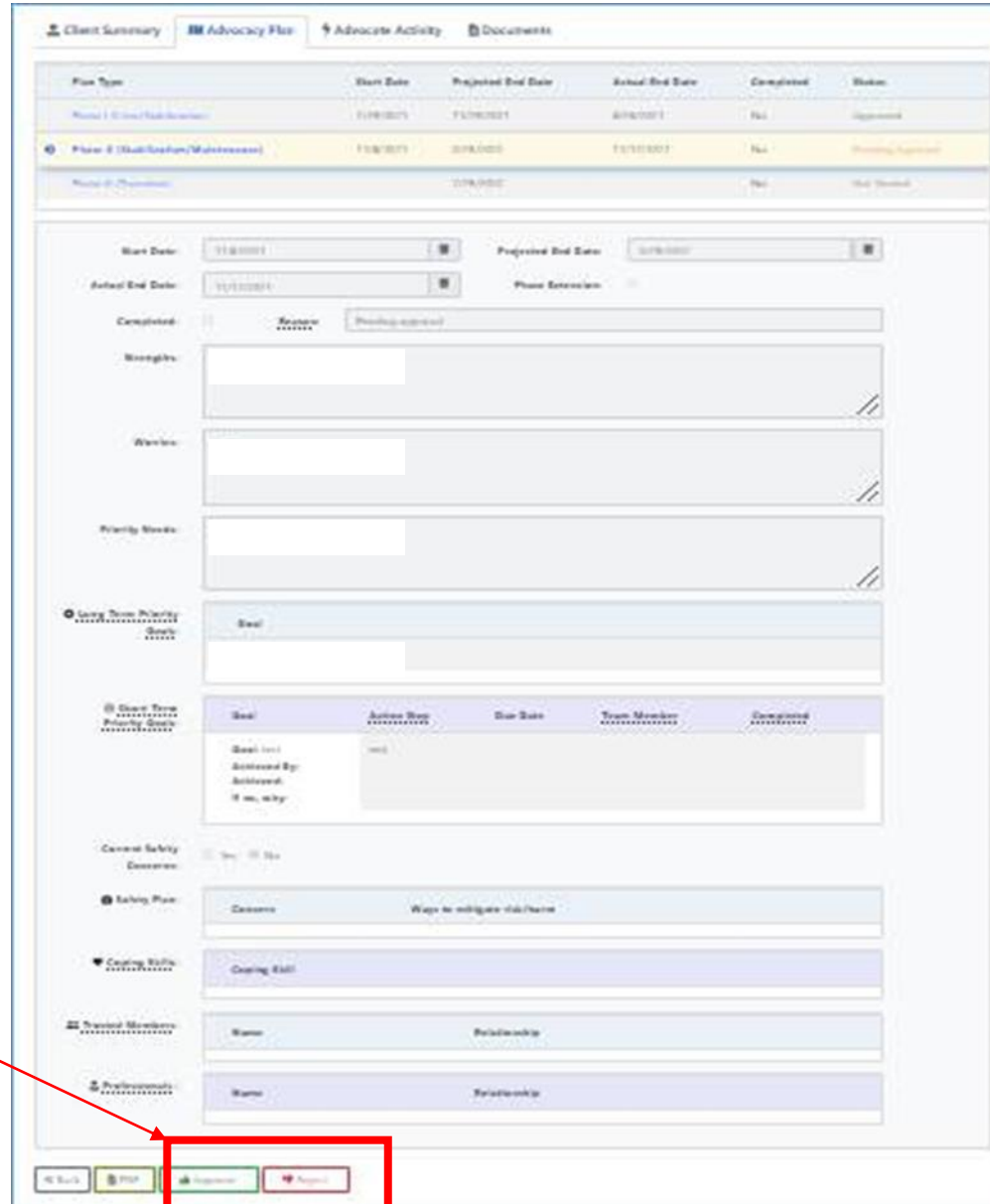
SDPOs Review/Approve/Reject Advocacy Plans:

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.

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.

:

Termination Report — Status: Pending Approval

* Youth Name: * DOB: Age:

* 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:

* Long-Term Goals:

	Long-Term Goal	Goal Achieved	If No, Why?
1			
2			
3			

* Community Resources:

	Name of Community Resource	Description of Resource	Resource Contact Info
1			
2			

« Back   PDF   👍 Approve   👎 Reject

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How SDPOs view Client Summaries:

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

	Assignment #	State ID	Referral #	CPH Referral Date	Referral Name	Youth Name ⬆	Case #	Status	Agency
1	10084							Pending CSEC Admin Approval	
2	10085			Information removed due to confidentiality.				Approved	ZOE / Advocate, Alan

📋 **Assignment Listing**   (Note: CSEC cases/referrals will be displayed after it is flagged CSEC in CWS/CMS)   Total: 2

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 CSECAdmin@dcfs.lacounty.gov, childtrafficking@probation.lacounty.gov** **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 CSECAdmin@dcfs.lacounty.gov, childtrafficking@probation.lacounty.gov** **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, CSECAdmin@dcfs.lacounty.gov, childtrafficking@probation.lacounty.gov** **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 2nd plan: 120-134 calendar days of referral assignment 3rd 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, CSECAdmin@dcfs.lacounty.gov, childtrafficking@probation.lacounty.gov**	Current contracts reads: 1st 3 month extension: 330-345 days of referral assignment 2nd 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**	

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

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

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

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

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

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Promoting Child Safety and Strengthening Families