County of Los Angeles Department of Child and Family Services

ELECTRONIC SUSPECTED CHILD ABUSE REPORT SYSTEM (ESCARS)

USER Guide

Prepared by

Business Information Systems
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DOCUMENT INFORMATION AND VERSIONS

VERSION HISTORY

Version #	Date	Draft By	Draft Changes
1.0	06/25/2017	J. Langstaff / J. Huerta	New user guide for eSCARS

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ABOUT eSCARS

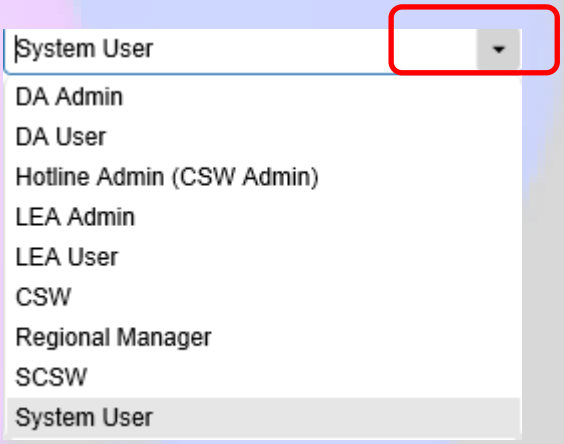
eSCARS

The Electronic Suspected Child Abuse Report System (eSCARS) is a web-based application that allows DCFS, Law Enforcement Agencies (LEA), and the District Attorney (DA) to "cross-report" to each other the state mandated **form-SS8572,** called the Suspected Child Abuse Report (SCAR). The eSCARS system was deployed by LA County in 2009, and was enhanced in June 2017 to include new functionality. The eSCARS interfaces with the State of California's Child Welfare System / Case Management System (CWS/CMS) and it's DataMart.

The eSCARS system will keep track of historical SCAR information which will allow DCFS, LEA, and DA to query historical information such as (victims, suspects, addresses, etc).

User Roles

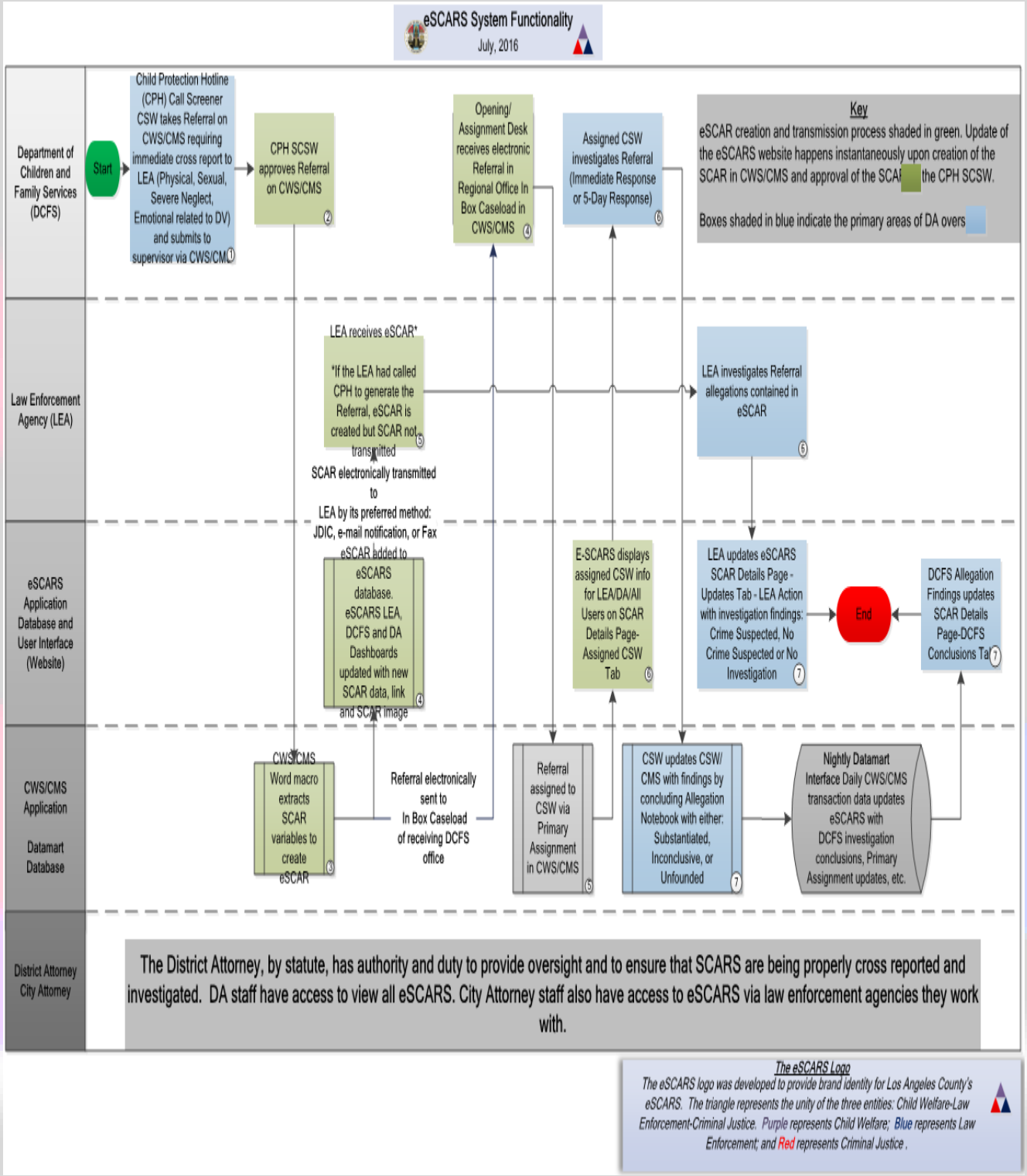
There are 11 User Roles within eSCARS; each role performs specific functions and have access to view certain menu options.



- **System User** – Primary staff are DCFS-Business Information System staff who have all privileges and can modify every role associated to eSCARS. The System User will have the capability to grant/revoke access to each section in eSCARS
- **District Attorney Admin** – Access to view all SCARS, including Sensitive SCARs. Can view and run all reports, and modify User Roles within the DA Organization
- **District Attorney User** – Access to view SCARS and run some eSCARS reports
- **DCFS Hotline Admin** – Access to view SCARS generated and send DCFS referral request
- **LEA Admin** – Can update the status of a SCAR, view Sensitive SCARs, run reports and can create new LEA users
- **LEA User** – Can, view dashboard, select SCARs, update LEA status, Reroute or Forward a SCAR. LEA Users cannot view Sensitive SCARS
- **DCFS Children's Social Worker (CSW)** – Can view eSCARS on their assigned caseload and can add comments
- **DCFS Regional Manager** – Access to view all SCARSDCFS Supervising Children's Social Worker (SCSW) – Can view all ER caseloads in their DCFS Services office eSCARS Workflow

System Functionality

The following diagram describes the current eSCARS process, and tracks how the SCAR is generated by the DCFS Hotline. The flowchart captures beginning and ending processes.



Acronyms

Term	Definition
eSCARS	Electronic Suspected Child Abuse Report System
SCAR	Suspected Child Abuse Report
LEA	Law Enforcement Agency
DA	District Attorney
SCSW	Supervising Children's Social Worker
CSW	Children's Social Worker

System Requirements

To access the eSCARS web application the following conditions are required:

- Internet Access. Any web-browser can access eSCARS. This is enhancement from the previous version
- Access to the County of Los Angeles Network (Active Directory)
- Independent LEAs (Outside County Agencies) must have a UserID & Password
    - Password must be 10 characters long

QUICK GUIDE

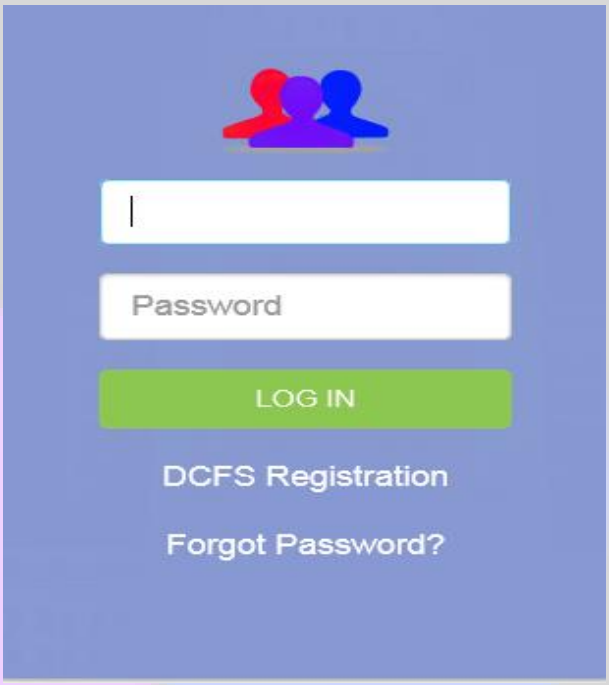
Login Page

User Name

Users accessing eSCARS will enter their ID and Password.

- For LA County employees their logon credentials will be LA County Hosted "e + employee number" / eCAPS "Password"

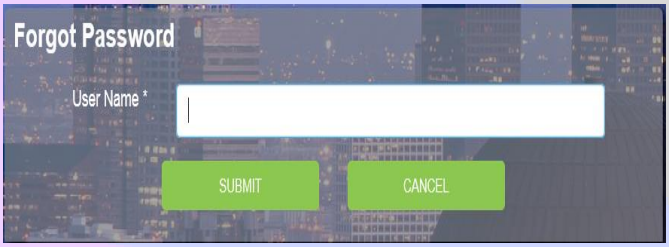
- For Independent LEAs, User Names have been/will be provided by the LEA's system administrator, and after creating the User access an e-mail confirmation will be sent to the User with a temporary password. Upon login User will be required to change password.

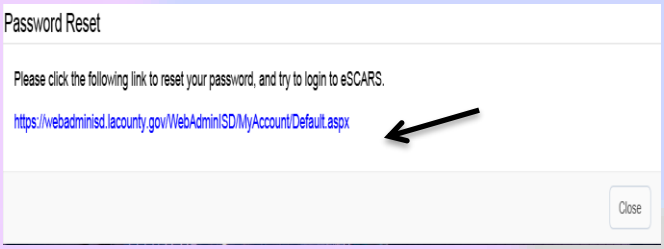


Forgot Password

LA County Users clicking the forgot password will allow them to reset their Active Directory Password

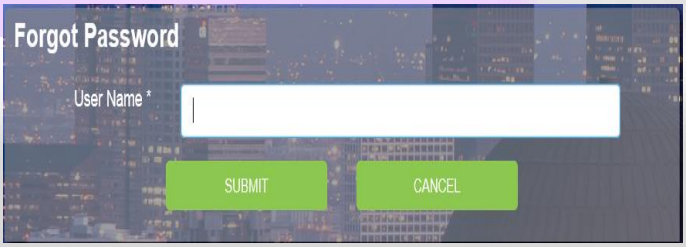
- LA County users will be instructed to click on a link to reset their Hosted User ID/ Password
- The blue hyperlink will navigate LA County staff to the ISD Password & Management Account System to reset their Hosted User ID/ Password





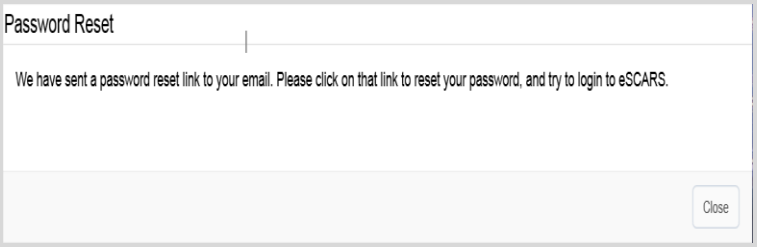
Independent LEAs clicking the forgot password will allow the users to reset their eSCARS password

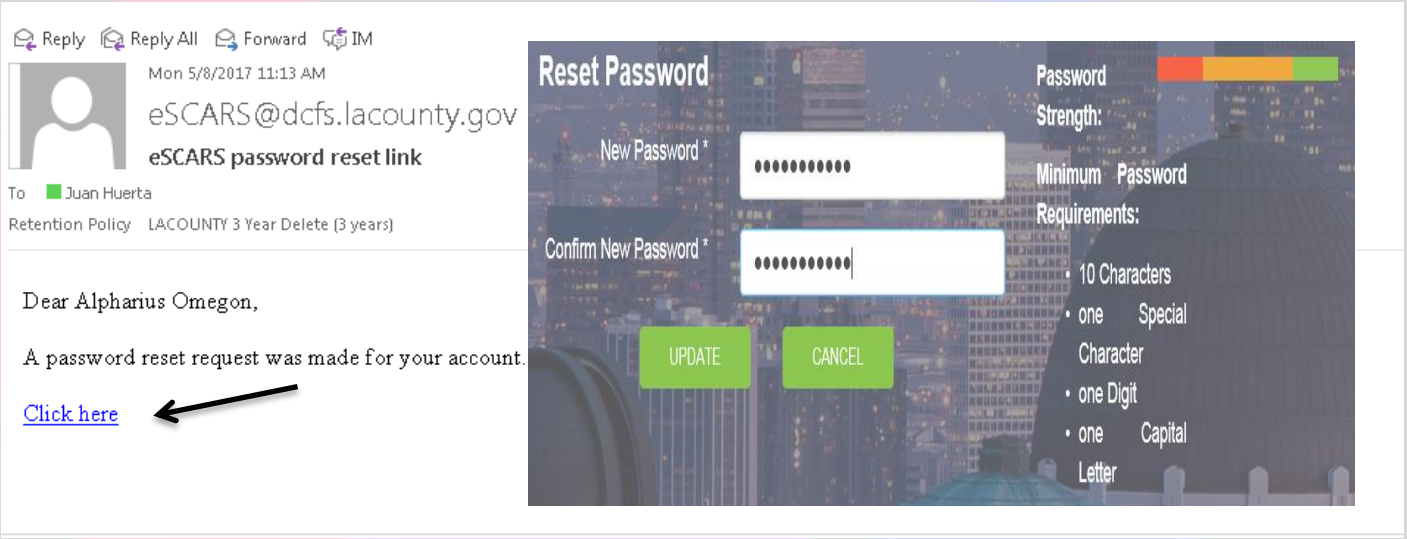
- For Independent users they will enter the User Name and click Submit. A message



will display stating a reset link has been sent

- Clicking on the "Click here" link in the automatic e-mail message sent from eSCARS will navigate the user to the Reset Password screen



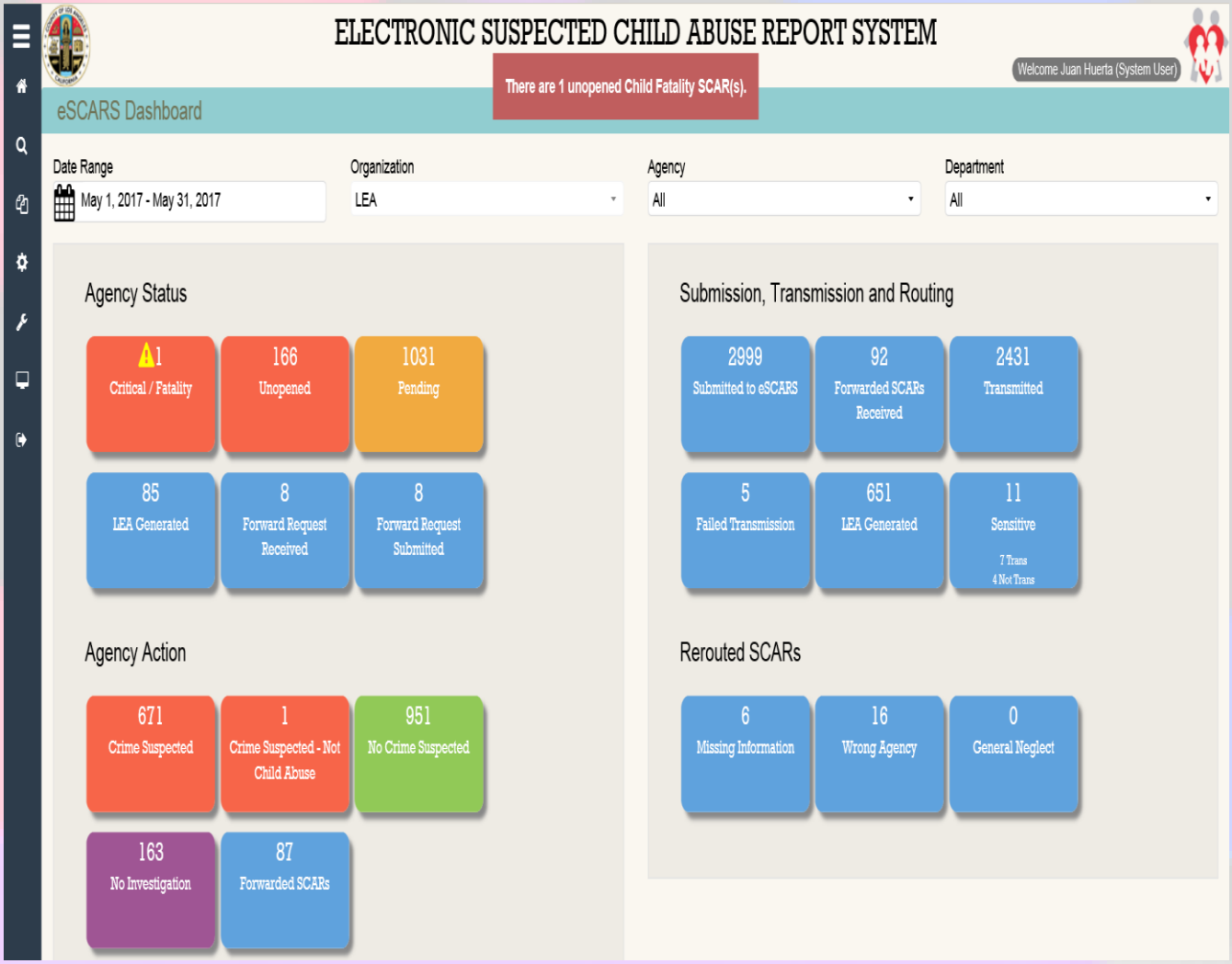


- User will be instructed to enter new Password

Enhanced Dashboard

eSCARS dashboard has been modified to have a more modern look and feel. The new Dashboard will assist the user in navigating eSCARS. Each dashboard tile represents the number of SCARs, for that labeled category, for the date range selected. Clicking the tile will return a hyperlinked list of those SCARs, which the User can then click to drill down into the SCAR Details Page of that SCAR.

The view below includes tiles relating to Submission, Transmission and Routing, which are visible to Users with Admin Privilege. LEA Users without Admin Privilege will not see these tiles



Agency Status

- **Critical / Fatality** – SCARS sent to LEAs in which a child has died (Fatality), or where a child has been in Intensive Care for over 24 hours (Critical Incident)

- **Unopened -** SCARS that have been transmitted to LEA, but the LEA has not opened the SCAR in eSCARS **Pending** – SCARS that have been received by the LEA and who have updated the Status to Pending
- **LEA Generated** – SCARS that have been cross reported to DCFS by law enforcement. These SCARS are not transmitted back to law enforcement
- **Forward Request Received** – A request received by an LEA, from another LEA, to forward the SCAR via eSCARS
- **Forward Request Submitted** – A request submitted by an LEA to forward a SCAR to another LEA via eSCARS

Agency Action

- **Crime Suspected** – SCARs that have been investigated by a law enforcement agency in which a child abuse related crime is suspected
- **Crime Suspected-Not Child Abuse** – SCARs that have been investigated by a law enforcement agency in which evidence of crime is found, though not a child abuse related crime
- **No Crime Suspected** – SCARs that have been investigated by a law enforcement agency in which no child abuse related crime is suspected
- **No Investigation –** SCARs sent to a law enforcement agency which has determined that no investigation is warranted (e.g., *only* General Neglect alleged; allegations of domestic violence, but no specific allegations of child abuse; etc.)
- **Forwarded SCARS** – SCARs sent by the DCFS Child Protection Hotline to a law enforcement agency, which after investigation determined that the alleged child abuse incident occurred in another agency's jurisdiction. Following law enforcement agency-agency phone communications, agreement and required actions taken in eSCARS, the SCAR is forwarded in eSCARS to the agency which has jurisdiction

Submission, Transmission and Routing

- **Submitted to eSCARS** – Total # of SCARS that have been submitted to eSCARS
- **Forwarded SCARs Received** – Total # of SCARS that were forwarded from other law enforcement agencies
- **Transmitted -** Total # of SCARS that have been successfully Transmitted to an LEA
- **Failed Transmission -** Total # of SCARS in which all attempts to transmit the SCAR to the agency have failed
- **LEA Generated -** Total # of SCARS that are cross reported by LEAs to the Child Protection Hotline
- **Sensitive – Transmitted / Not Transmitted** – SCARS that are accessible only to users who are granted Sensitive privilege; these SCARS are not transmitted through eSCARS but are handled by the Child Protection Hotline directly calling the appropriate agency and manually faxing a copy of the SCAR by stand-alone fax machine

Rerouted SCARs

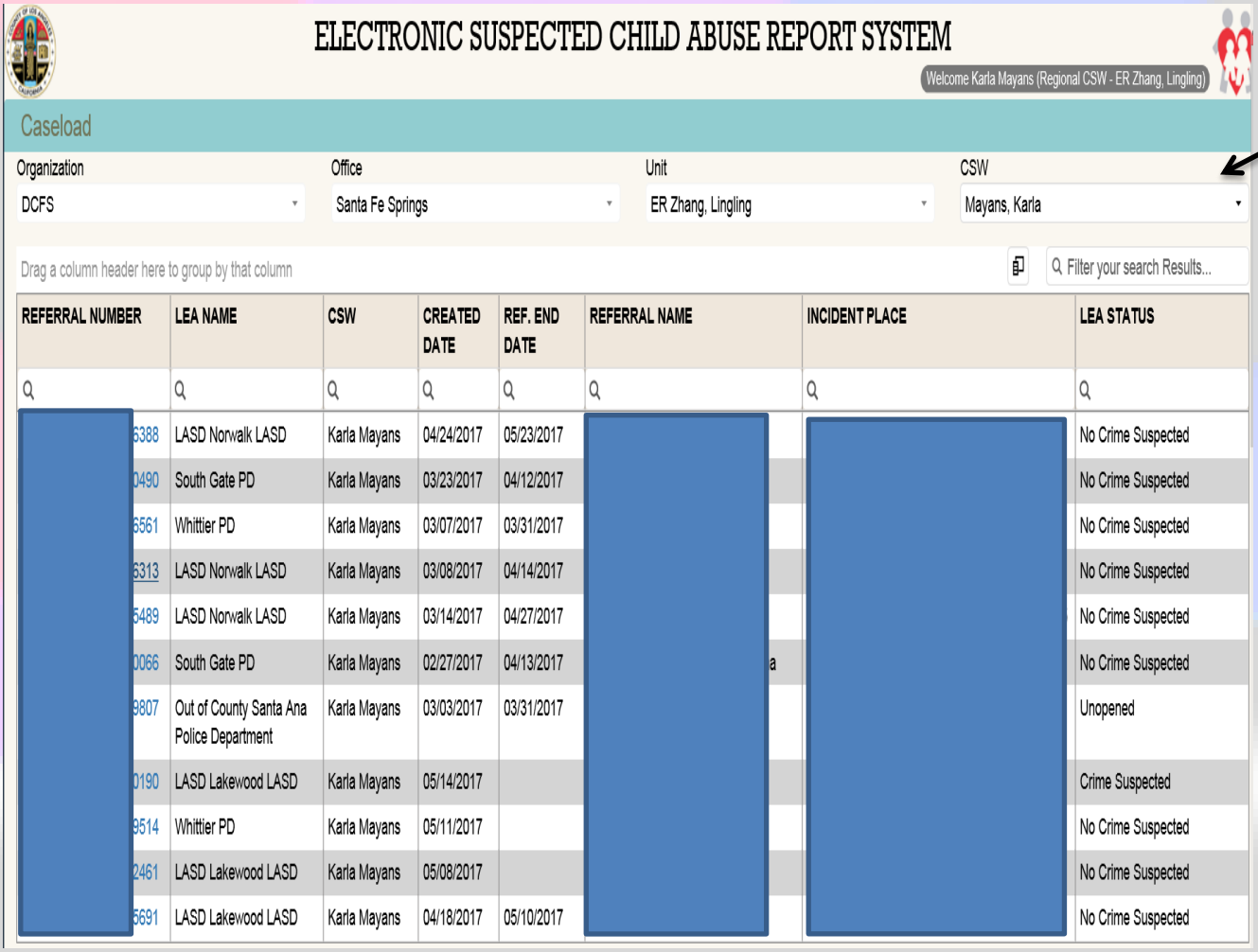
- **Missing Information –** SCARs that are sent back to the DCFS Hotline because there is limited or missing information
- **Wrong Agency –** SCARs that are sent back to the DCFS Hotline because they were routed to the wrong jurisdiction
- **General Neglect -** SCARs that are sent back to the DCFS Hotline by an LEA because only General Neglect is alleged in the SCAR narrative

Caseload View

The view of SCARs for CSWs are controlled by their assigned caseload; upon logging into eSCARS the assigned CSW's Referral caseload in eSCARS will display. (The CSW's General Neglect Referrals will not display in eSCARS.)

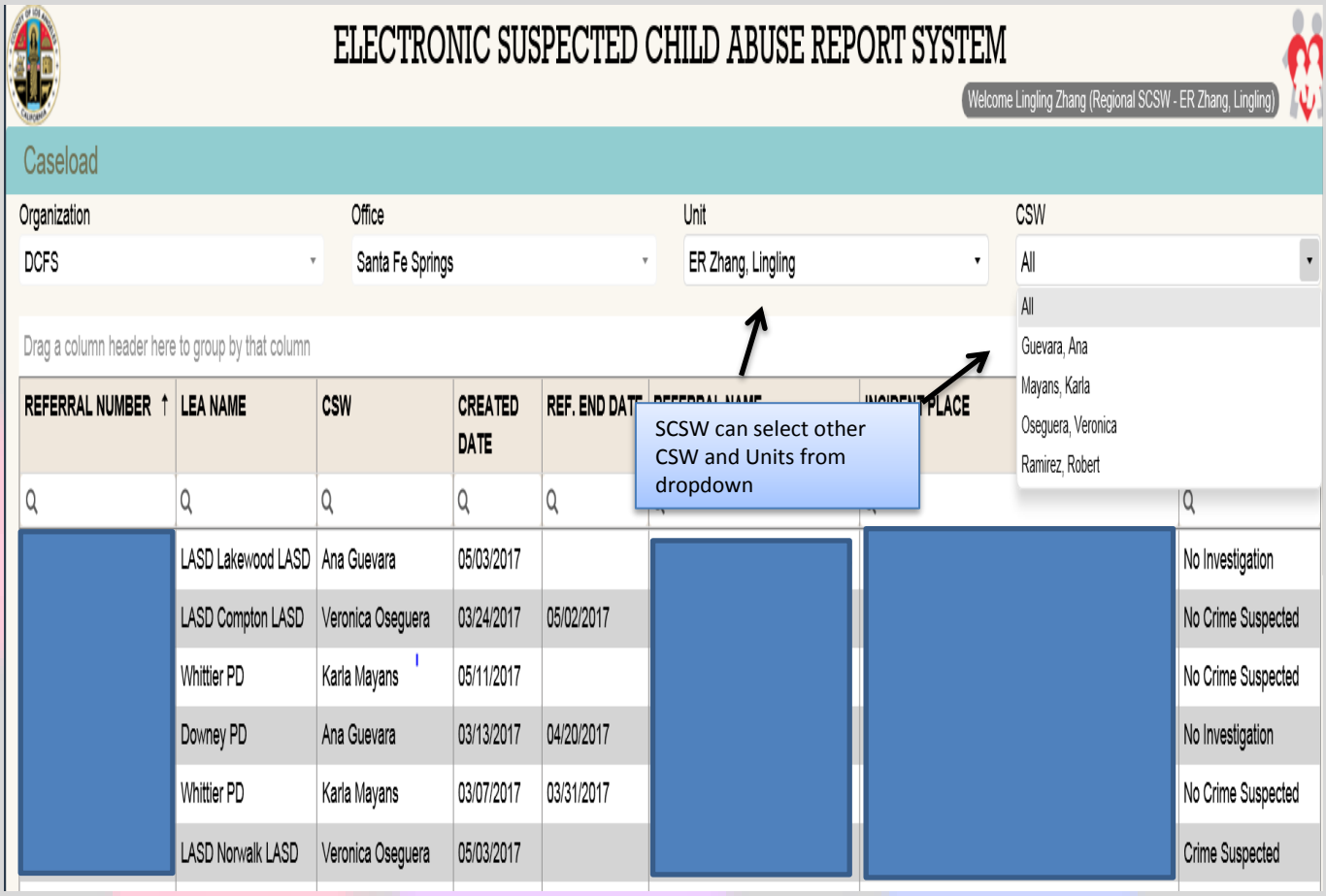
For SCSWs, they will be able to access all caseloads in their unit, as well as the units of other ER SCSWs in that office to ensure proper duty coverage.

CSW View



REFERRAL NUMBER	LEA NAME	CSW	CREATED DATE	REF. END DATE	REFERRAL NAME	INCIDENT PLACE	LEA STATUS
[redacted]	6388	LASD Norwalk LASD	Karla Mayans	04/24/2017	05/23/2017	[redacted]	[redacted]	No Crime Suspected
	0490	South Gate PD	Karla Mayans	03/23/2017	04/12/2017			No Crime Suspected
	6561	Whittier PD	Karla Mayans	03/07/2017	03/31/2017			No Crime Suspected
	6313	LASD Norwalk LASD	Karla Mayans	03/08/2017	04/14/2017			No Crime Suspected
	5489	LASD Norwalk LASD	Karla Mayans	03/14/2017	04/27/2017			No Crime Suspected
	0066	South Gate PD	Karla Mayans	02/27/2017	04/13/2017			No Crime Suspected
	9807	Out of County Santa Ana Police Department	Karla Mayans	03/03/2017	03/31/2017			Unopened
	0190	LASD Lakewood LASD	Karla Mayans	05/14/2017				Crime Suspected
	9514	Whittier PD	Karla Mayans	05/11/2017				No Crime Suspected
	2461	LASD Lakewood LASD	Karla Mayans	05/08/2017				No Crime Suspected
	5691	LASD Lakewood LASD	Karla Mayans	04/18/2017	05/10/2017			No Crime Suspected

SCSW View (Can view all CSW caseloads)



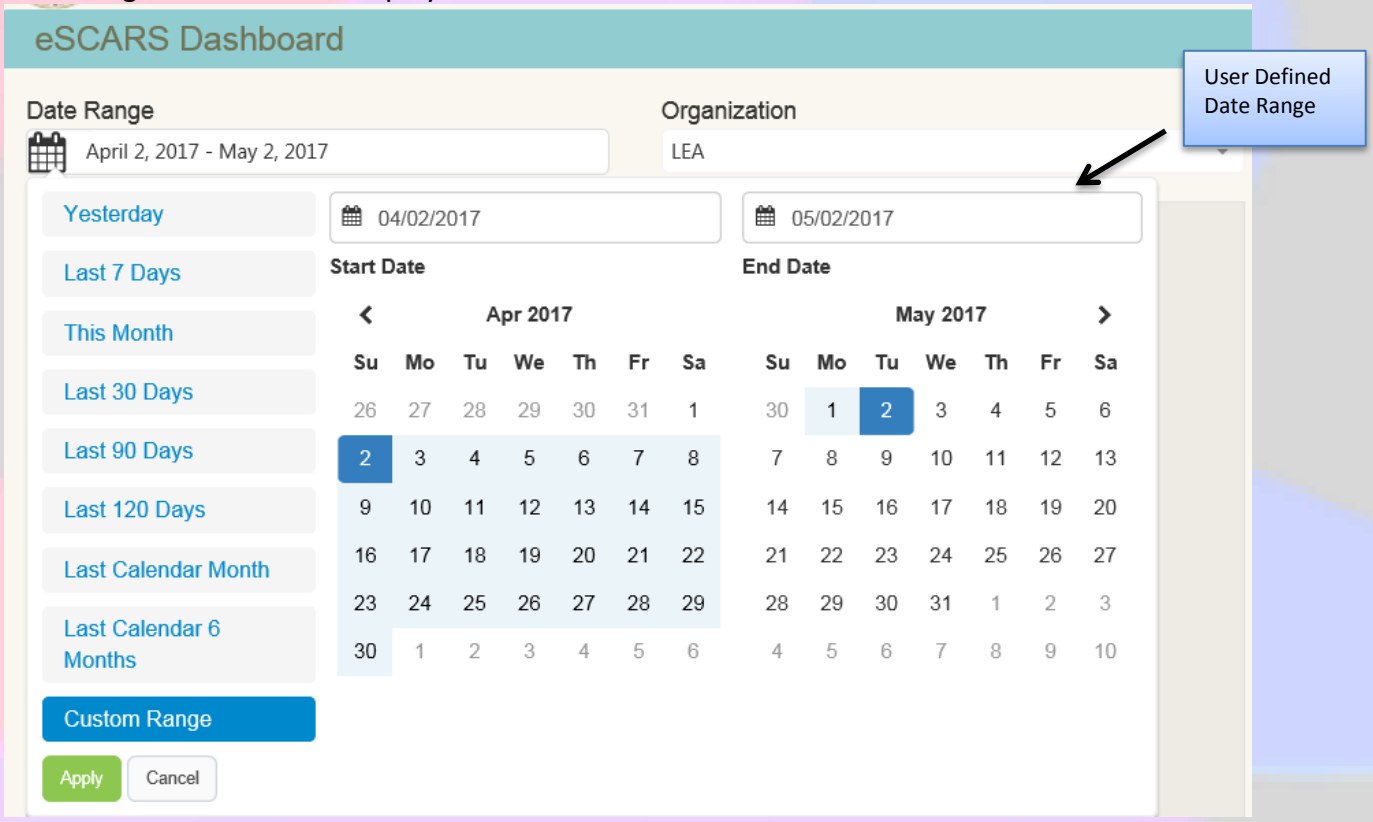
Search Parameters

The eSCARS will allow the user to select a date range when searching for SCARS

Date Range

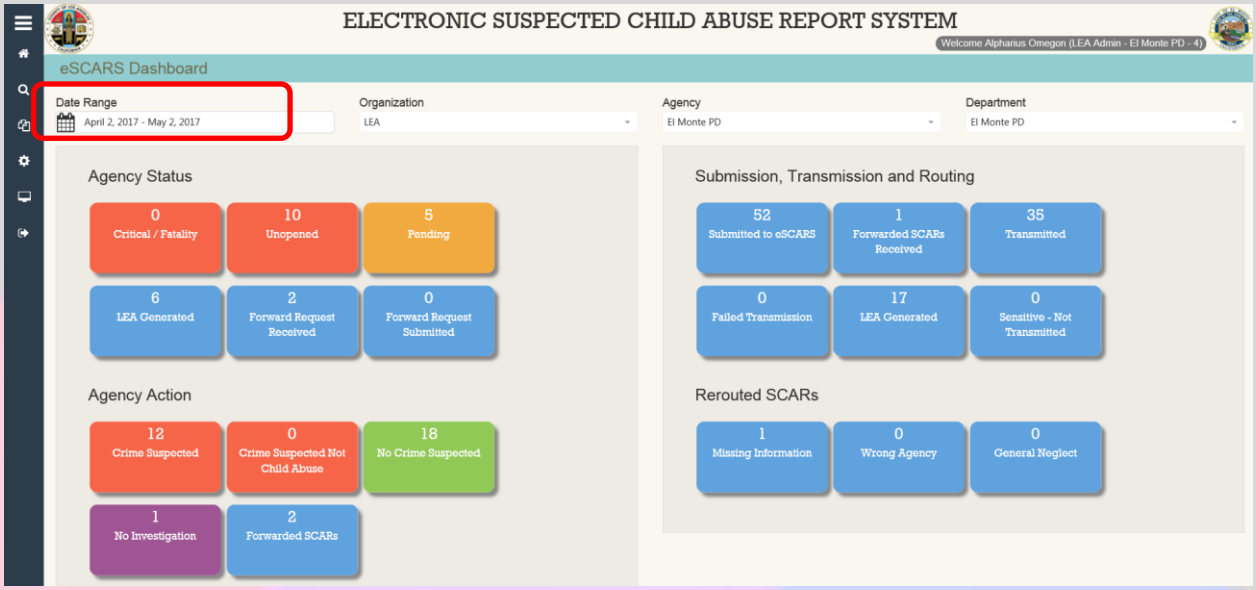
- Click on the Date Range calendar Icon in the home screen (2 calendars will display)

Date Range Calendars will display

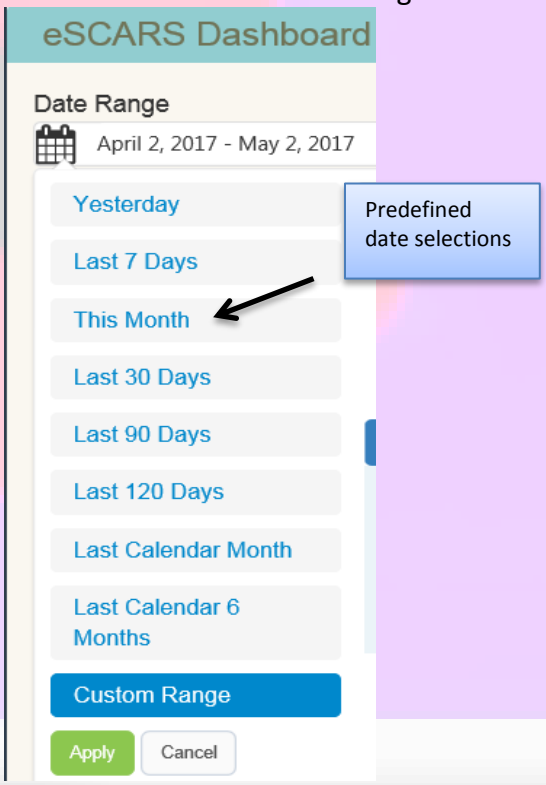


- Select a date range
- Then click the green "Apply "Button
- SCARs created during the selected date range will appear

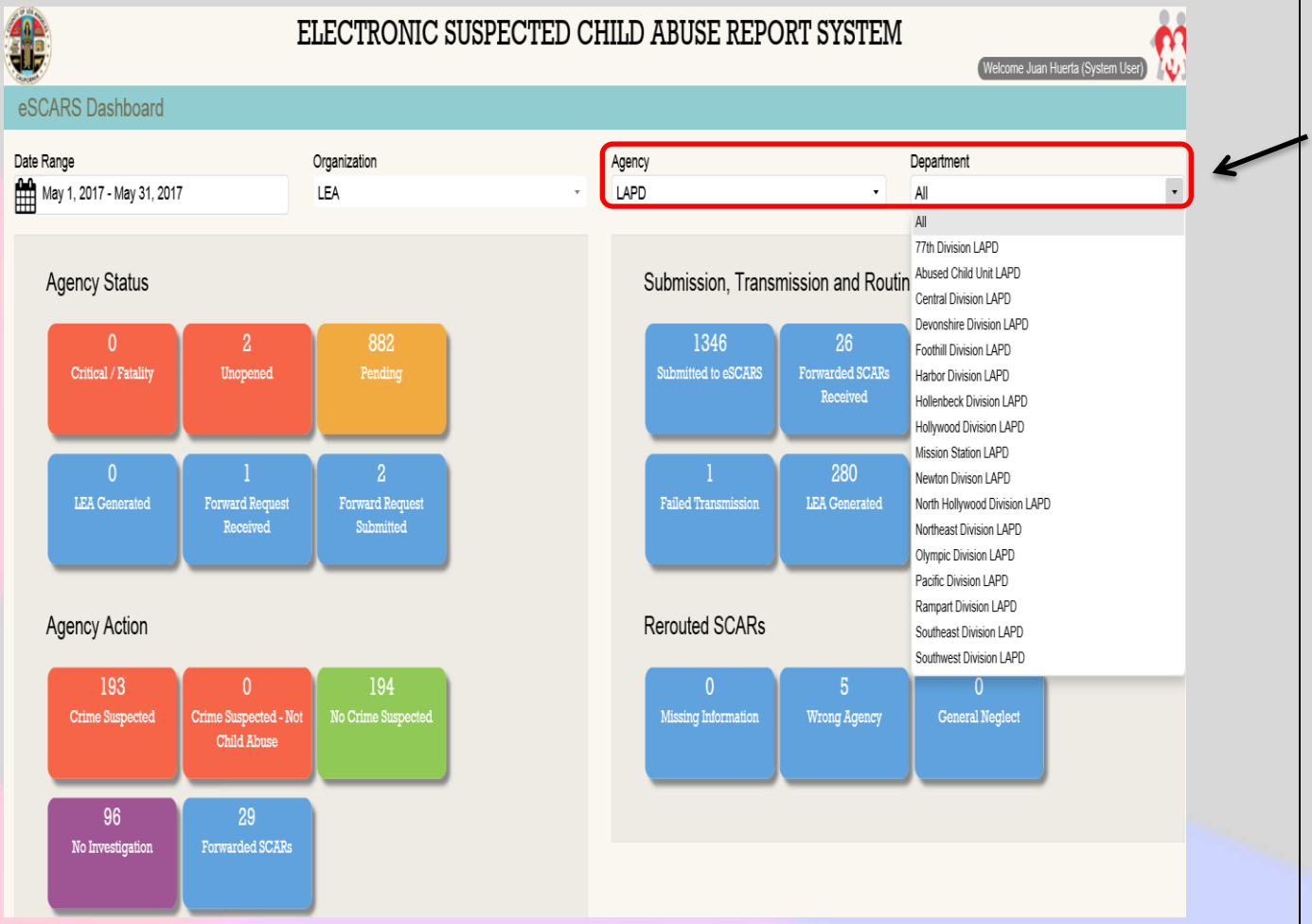
SCAR Results (Per the date range selected)



When clicking on the date range icon, there are several pre-defined date selections the User can select when searching



If user is DA or LEA Admin with organizational access they will be allowed to filter by Agency and Department. The dashboard will display the Agency/Department selected. For LAPD and LASD Users without Admin privilege, they will only be able to view data for their particular Station (LASD) or Division (LAPD).

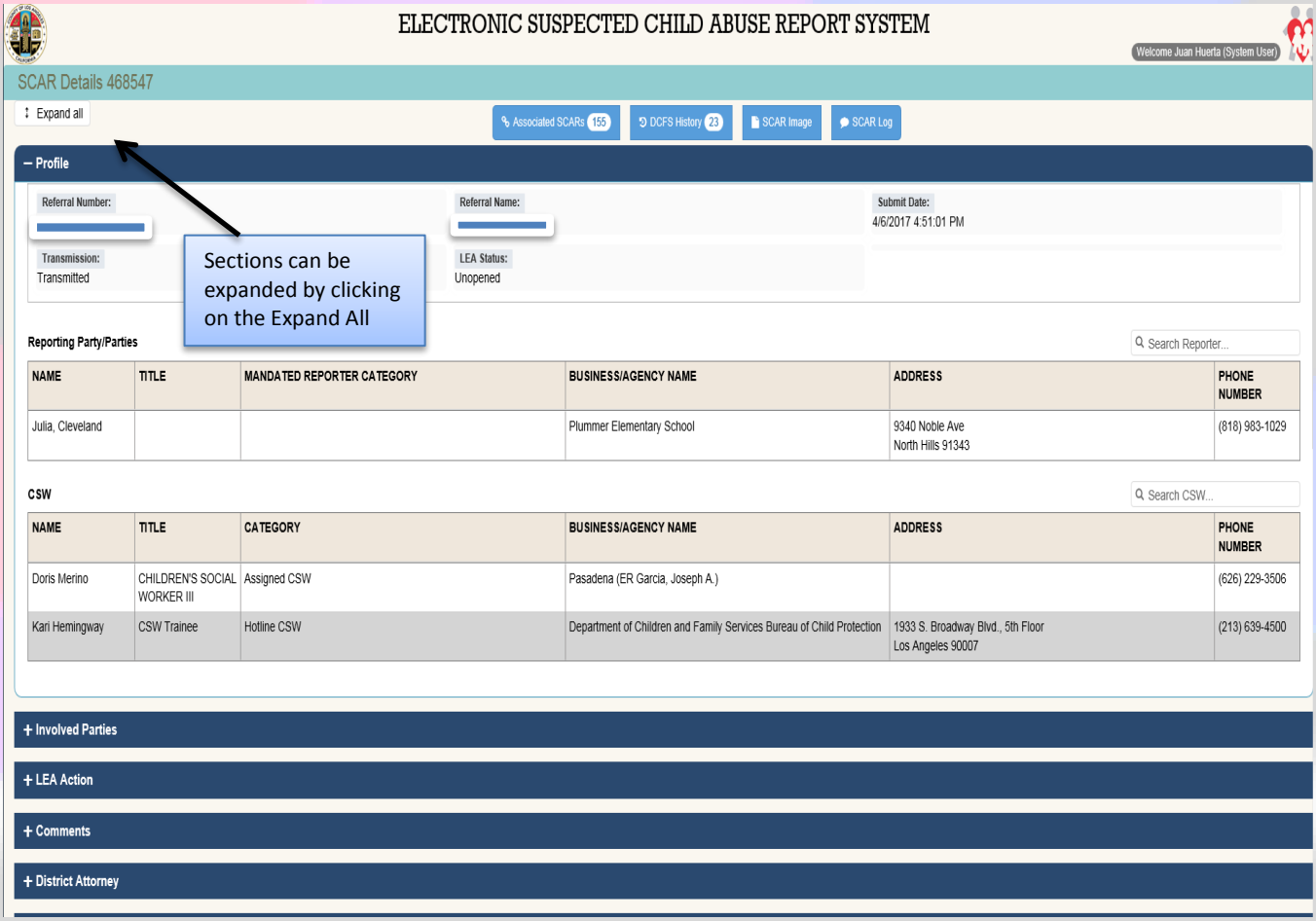


SCAR DETAILS PAGE

In the new eSCARS, instead of the current three-tabbed/multi-section *SCAR Details Page*, eSCARS now uses a one page, six section format. The Sections are: *Profile; Involved Parties; LEA Action; Comments; District Attorney;* and *DCFS Conclusion.*

Profile Section

The SCAR Details Page- Profile Section opens by default. It can be accessed via any of the dashboards and clicking on any referral number. The *Profile Section* will include *Reporting Party/Parties* information, and *CSW* information. *Reporting Party/Parties* information comes directly from data entered into CWS/CMS by the CPH CSW at the time the Referral is created in CWS/CMS and approved by their SCSW . The *CSW Section* will initially display the CPH CSW who created the Referral, and when the Referral is assigned to an ER CSW for investigation on CWS/CMS, that Primary Assignment information will be displayed in this eSCARS Section. eSCARS wil track and display Primary Assignment for 60 days. If the DCFS Child Protection Hotline has *Evaluated Out* a Referral (meaning no DCFS Services CSW wil be assigned), but cross reported it to an LEA via eSCARS, the Referral's *Evaluated Out* status wil be displayed in the *Profile ection's CSW field*.



Accessible thru each individual SCAR – Profile Record

Associated SCARS

The **Associated SCAR** button is active when the SCAR in view has an Associated SCAR in the eSCARS database (contains records back to 1-1-2009) related to the Victim Name, Victim Address or Suspect Name.

DCFS History

The **DCFS History** button is active when the SCAR in view has DCFS History related to the Victim Name, Victim Address or Suspect Name in the CWS/CMS Datamart database (contains records back to pre-1997), but not in, or in addition to, the eSCARS database.

SCAR Image

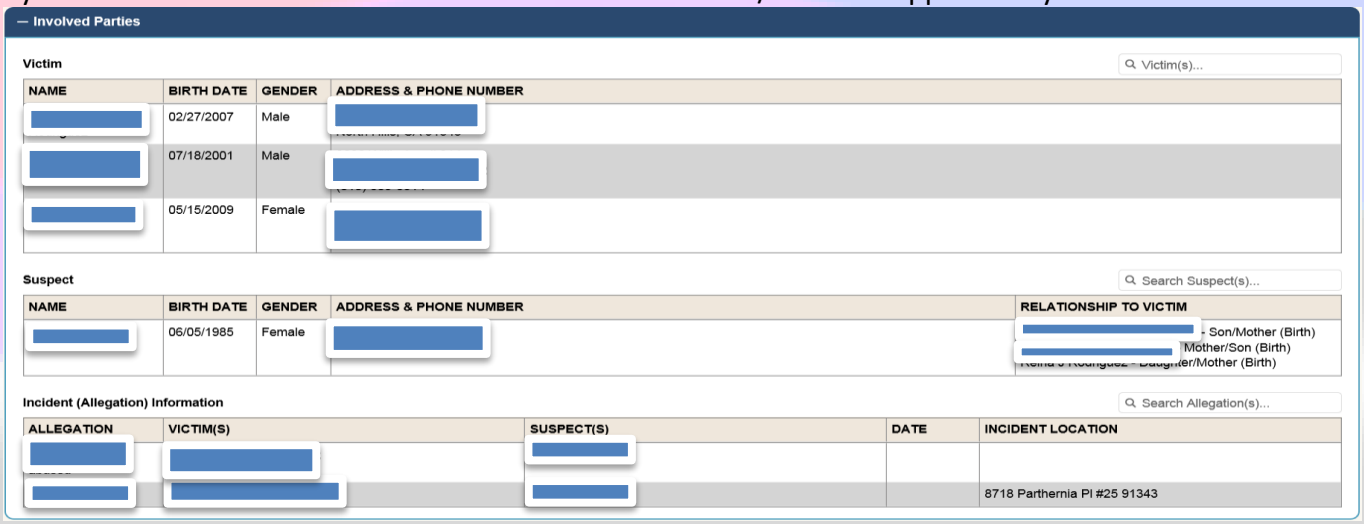
Clicking the **SCAR Image** button returns to the User a .pdf image file of the legally mandated Suspected Child Abuse Report (SCAR) document (California DOJ Form SS8572). LEAs and CSWs typically will print out the SCAR to take with them on their investigations.

SCAR Log

Clicking the **SCAR Log** button returns to the User a time and date stamped chronological list of all action taken on that SCAR by all Users, beginning with SCAR creation at the Child Protection Hotline. Each page view, update, or data entry is captured and displayed by User, Agency, Department (if relevant), and User Role.

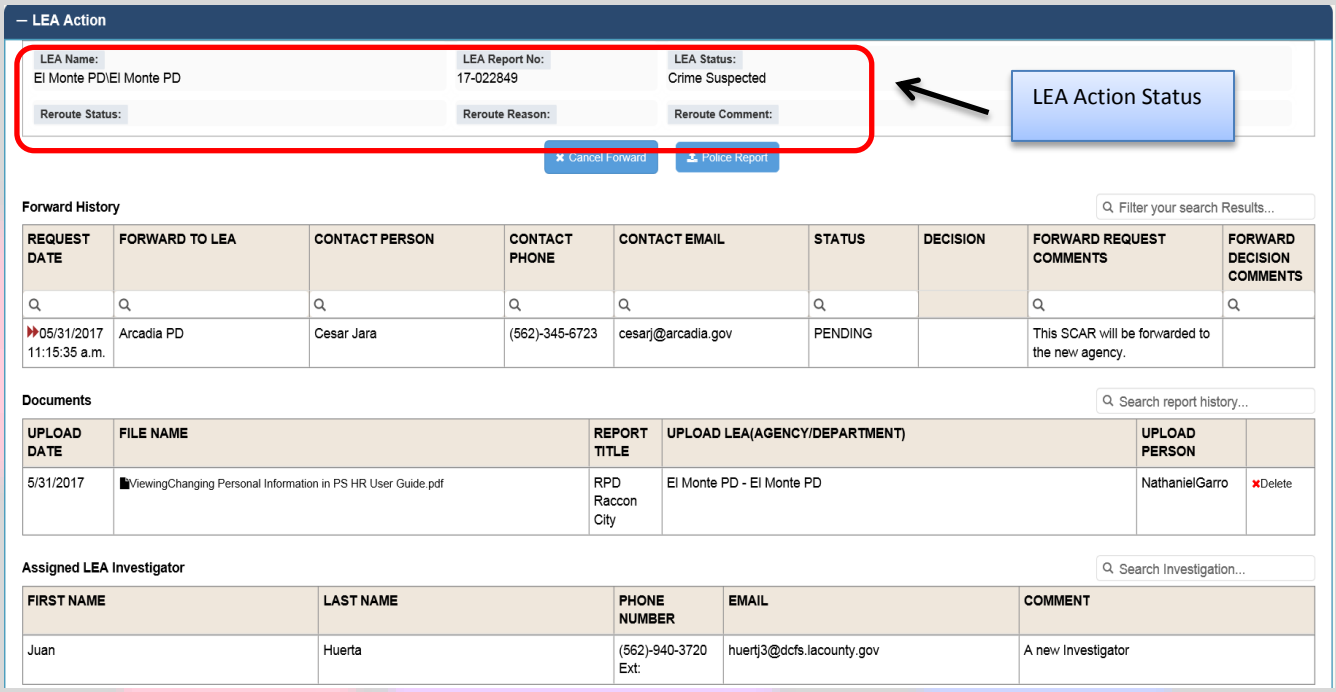
Involved Parties

The involved Parties Section displays Victim information, Suspect information and Incident (Allegation) information. Data in these fields comes directly from data entered into CWS/CMS by the CPH CSW at the time the Referral is created in CWS/CMS and approved by their SCSW.



LEA Action

The *LEA Action Section* is the core component of eSCARS following successful cross report to an LEA. It contains several buttons enabling reroute of the SCAR back to the Child Protection Hotline, update of investigative findings, update of staff assignments, forwarding of the SCAR, upload of documents, etc. Let's look at this most critical eSCARS page in detail:



- **LEA Name**: - Login credentials identify the LEA (Agency- El Monte PD in this example), and the Department if the Agency has a sub Department (only LASD and LAPD).

- **LEA Report Number**: - Derived from data entered by the LEA in the Assign Investigator pop up window, which opens up a web form upon clicking the Assign Investigator button shaded in blue just below the LEA Action Summary section.

- **LEA Status**: - This section will display the current Status of the SCAR. Possible Status' are: Unopened; Pending; Crime Suspected; No Crime Suspected; Crime Suspected – Not Child Abuse; and No Investigation. By default, eSCARS' are transmitted to LEAs in Unopened Status, except for LASD, which due to the JDIC interface, receives their SCARs in Pending Status by default:

- **Reroute Status**- Identifies status of any Reroute actions in process.

- **Reroute Reason**- Identifies reason for any Reroute actions in process.

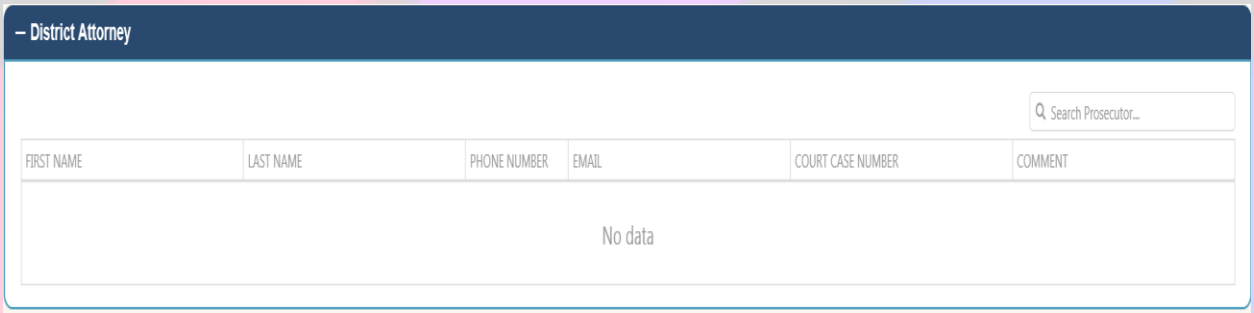
- **Reroute Comment**- Displays required *Comment* for any *Reroute* actions in process.

Comments

The Comments Section will display, in chronological order, all comments made by LEA Users, DA Users or DCFS Users during the investigative life of this particular SCAR. All comments entered in the other sections will display in the section.

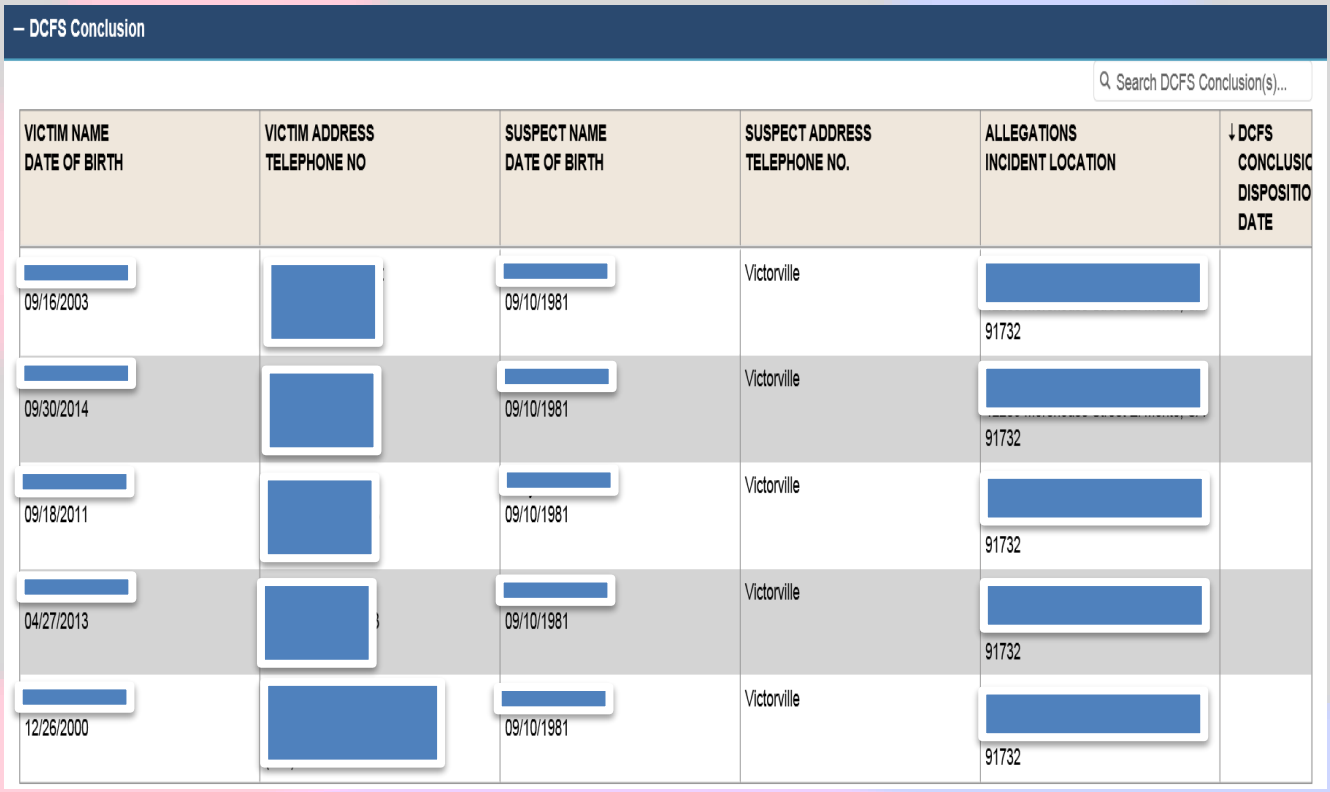
District Attorney

The District Attorney Section contains an Add Prosecutor Button at top center of the section. Clicking the Add Prosecutor Button will open the Assigned Prosecutor form. By default, the Assigned Prosecutor form will display the eSCARS Referral #; require mandatory entry of the Assigned Attorney's First Name, Last Name and Contact Phone # information; and contains fields for entry of the Assigned Attorney's E-Mail Address and Superior Court Case #.



DCFS Conclusion

The DCFS Conclusion Section contains information about the DCFS CSW's child welfare investigation conclusions. All data displayed in these fields comes from data entered in to the CWS/CMS system by the CSW. No manual data entry into these fields is possible. For each child entered into CWS/CMS as a possible victim of child abuse (each allegation containing the three required elements: Child-Suspect-Allegation(s)), the CSW must conclude each allegation as either Substantiated; Inconclusive; or Unfounded. On the day following the CSW's Allegation Conclusion update of CWS/CMS, the findings will appear in this section.



SYSTEM ACTIONS

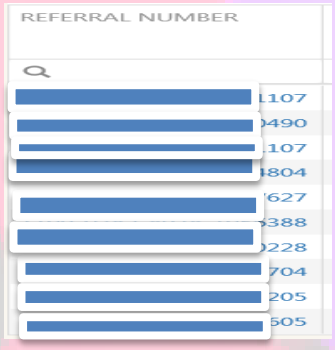
The LEA Action Section in eSCARS contains 5 components to allow the user to perform updates on the SCAR

Update

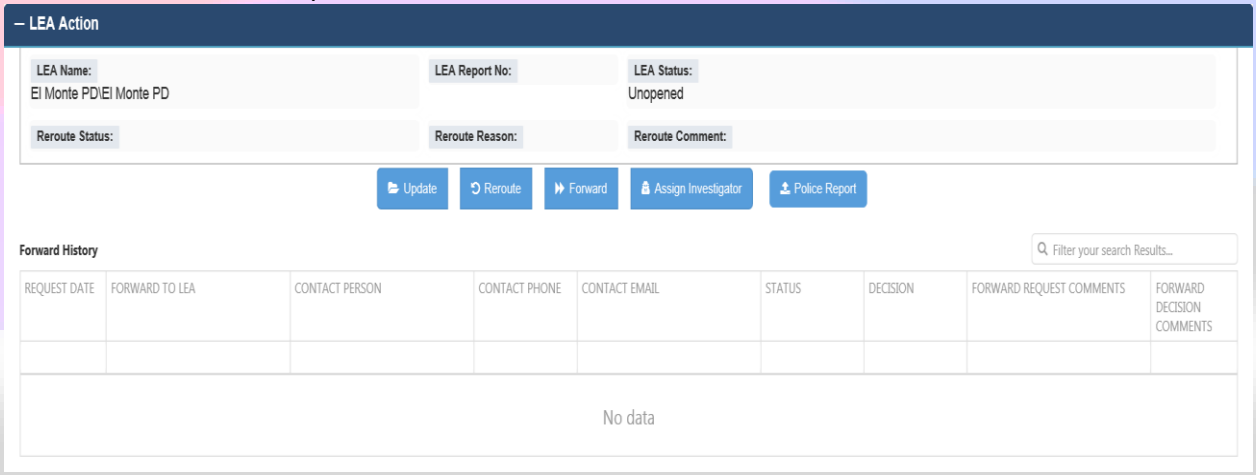
Clicking the Update Button opens the Status Update Screen enabling the LEA to update their findings,

Steps:

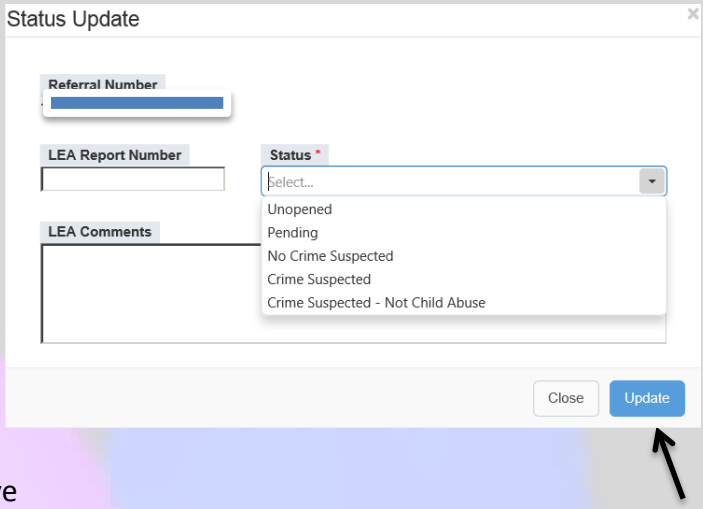
- Click on either the Unopened or Pending SCAR tile from the dashboard
- From the Referral Results Grid, click on the Referral Number Hyperlink



- Scroll down to the LEA Action Section in the SCAR Details Page and click on the "+" sign on the LEA Action Section to expand
- Click on the blue "Update" button

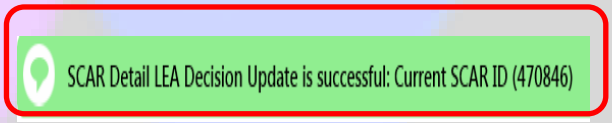


- On the Status Update window enter the following
  - LEA Report Number
  - Select Status from the dropdown
    - Values displayed on dropdown
      - ✓ Unopened
      - ✓ Pending
      - ✓ No Crime Suspected
      - ✓ Crime Suspected
      - ✓ No Investigation
      - ✓ Crime Suspected – Not Child Abuse
  - Enter LEA Comments
  - Click on the blue Update Button to save



- ***Selecting "Crime Suspected & Crime Suspected – Not Child Abuse" will generate an automatic e-mail to the assigned DCFS CSW notifying them of the updated status of the referral***

- A green shaded message will display when the status has been updated



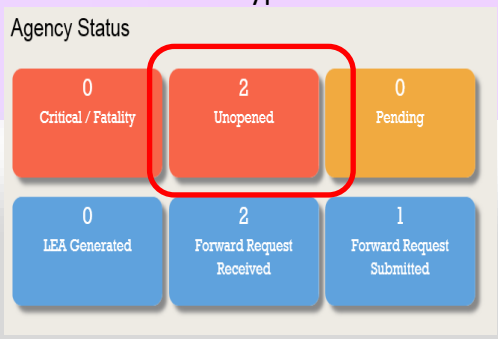
Reroute

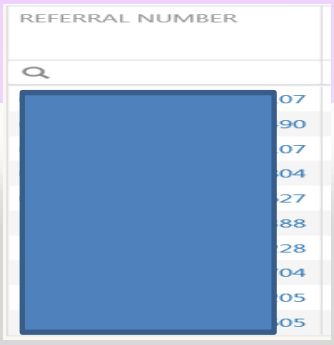
Clicking the Reroute Button opens the Reroute window enabling the LEA to Reroute the SCAR back to the Child Protection Hotline (CPH).

**Rerouted SCARS will be selected from the unopened SCAR Tile dashboard only, except for LASD, who's SCARs arrives via eSCARS in Pending status by default.*

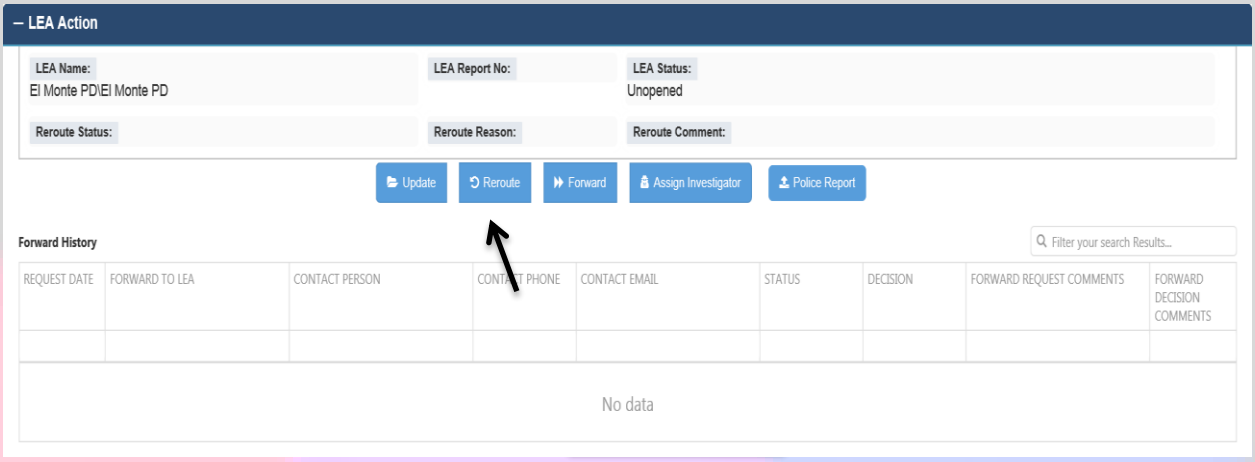
Steps:

- Click on an agency tile from the dashboard. From the Referral Results Grid, click the Referral Number Hyperlink from the Unopened or Pending (LASD) SCAR Tile

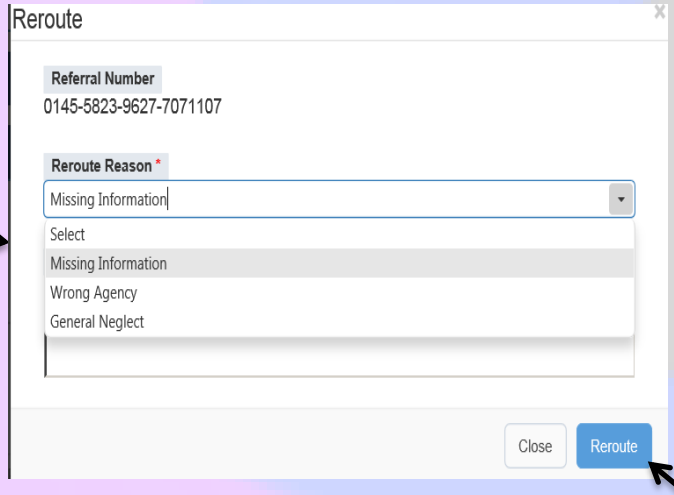




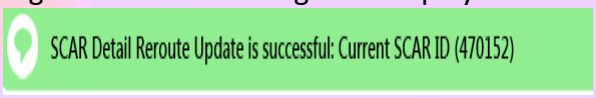
- Scroll down to the LEA Action in the SCAR Details Page and click on the "+" sign on the LEA Action section to expand
- Click on the blue "Reroute" button



- On the Reroute window enter the following:
  - Select Reroute Reason from the dropdown
    - Values displayed on dropdown
      - ✓ Missing Information
      - ✓ Wrong Agency
      - ✓ General Neglect
  - Enter Comments
  - Click on the Reroute button



A green shaded message will display when the SCAR has been Rerouted.

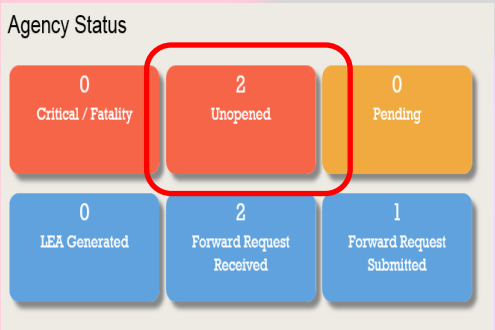


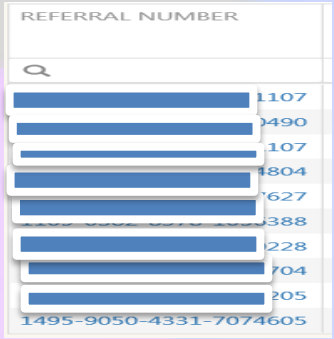
Forward

Clicking the Forward Button opens the SCAR Forward Request To window enabling the LEA to Forward the SCAR to the LEA which has jurisdiction

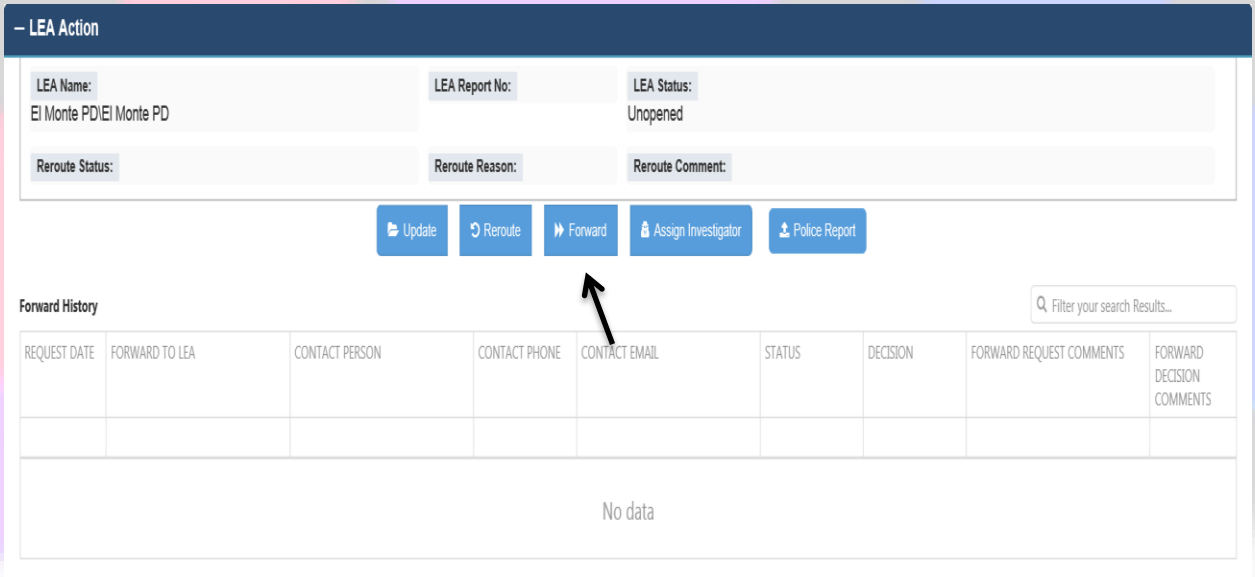
Steps:

- Click on the Referral Number Hyperlink from a SCAR Tile category. From the Referral Results grid, click on the hyperlinked Referral Number.

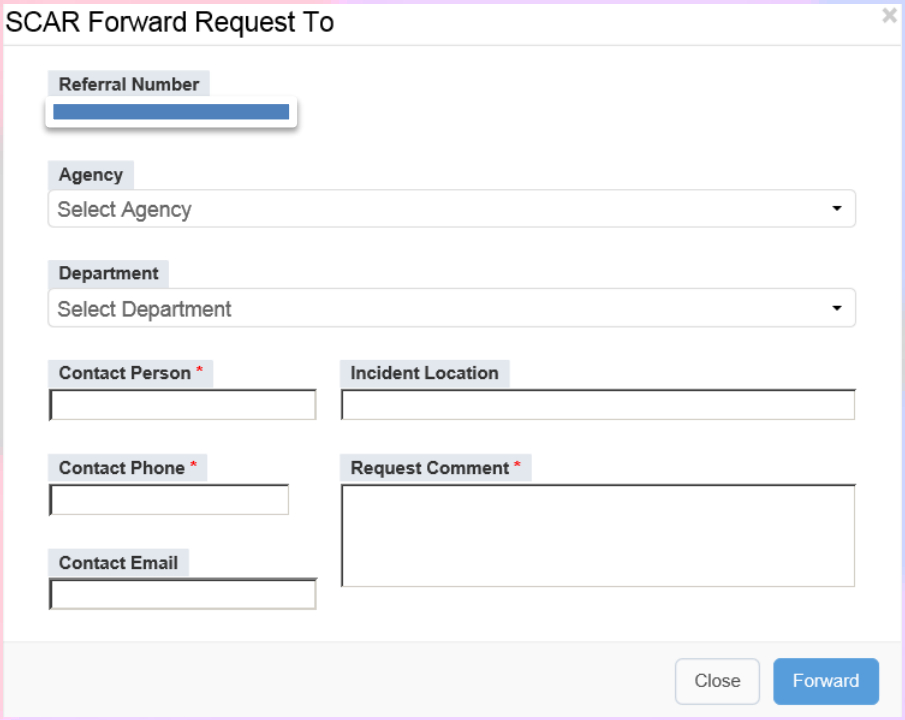




- Scroll down to the LEA Action Section in the SCAR Details Page and click on the "+" sign on the LEA Action Section to expand
- Click on the blue "Forward" button



- On the Forward window enter the following:
  - Select Agency from the dropdown
    - Dropdown includes all LEAs in LA County
  - Select Department from the dropdown
    - Dropdown to include sub-divisions (LAPD, LASD)
  - Enter information on the following fields
    - Contact Person
    - Incident Location
    - Contact Phone
    - Contact Email
    - Request Comment
    - Contact Email
- Click on the blue Forward button



Receiving agency must accept SCAR before it's removed from the sending agencies dashboard

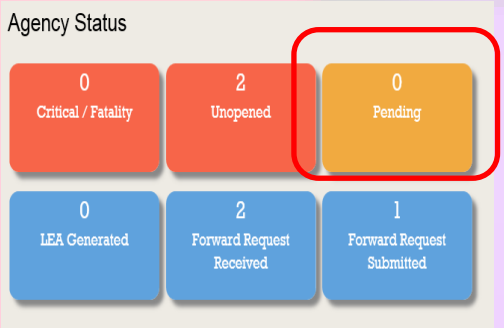
- A green shaded message will display when the SCAR has been forward

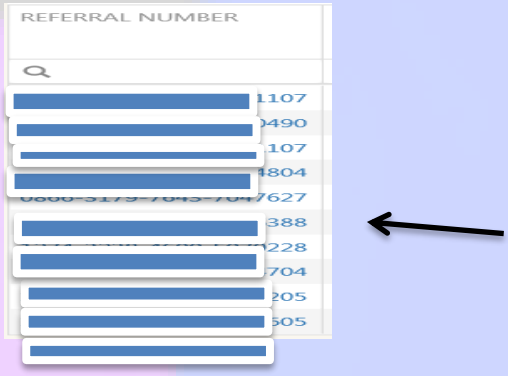
Assign Investigator

Clicking the Assign Investigator Button opens the Assigned LEA Investigator window enabling the LEA to assign a detective to the SCAR investigation

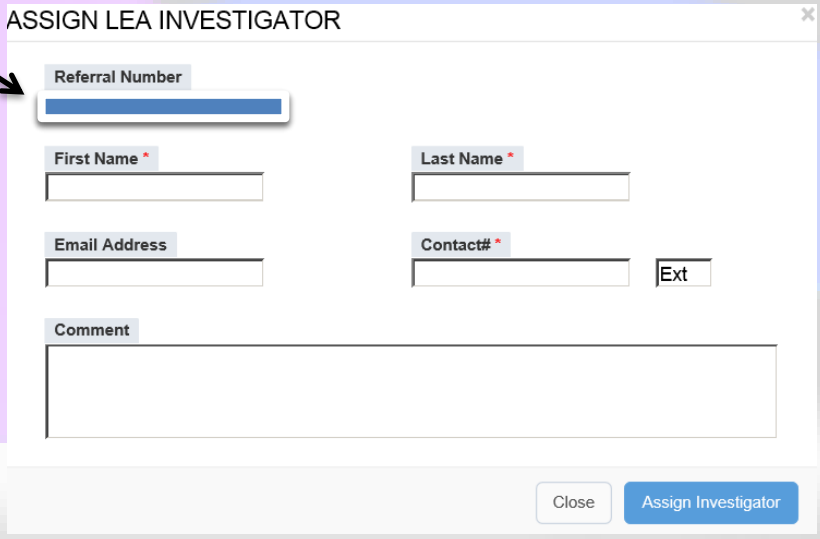
Steps:

- Click on a category tile from the Agency dashboard
- On the Referral Results Grid, click on a Referral Number Hyperlink from the Pending SCAR Tile results





- Scroll down to the LEA Action Section in the SCAR Details Page and click on the "+" sign on the LEA Action Section to expand
- Click on the blue "Assign Investigator" button
- On the Assign LEA Investigator window enter the following information
  - First Name
  - Last Name
  - E-mail Address
  - Contact #
  - Ext
  - Comment
- Click on the Assign Investigator blue button



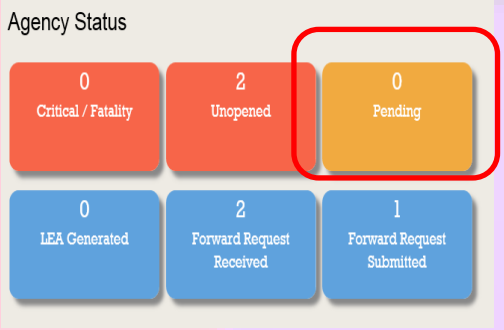
- A green shaded message will display when the LEA Investigator has been assigned

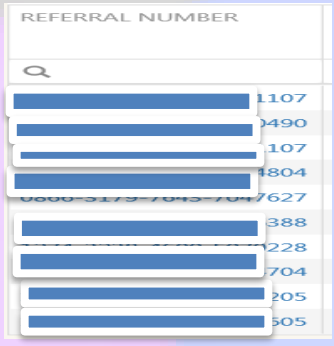
Police Report

Clicking the Police Report Button opens the Upload Report window enabling the LEA to upload a report to be stored in eSCARS and be accessible by LEAs and by the DA.

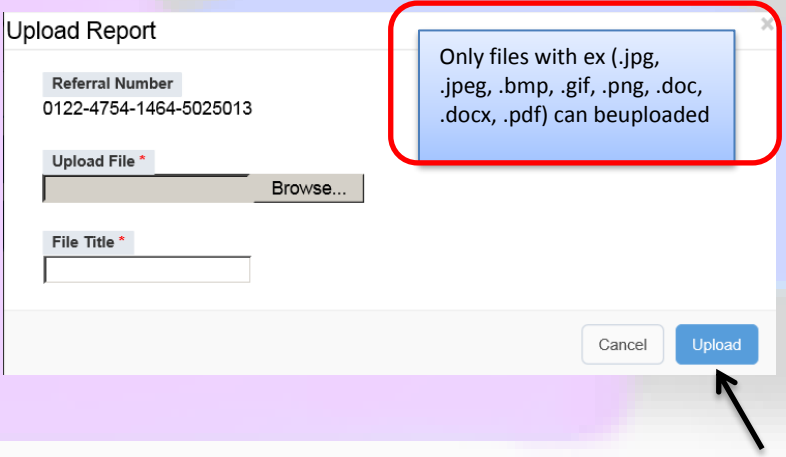
Steps:

- Click on a category tile from the Agency dashboard
- On the Referral Results Grid, click on a Referral Number Hyperlink from the Pending SCAR Tile results
-





- Scroll down to the LEA Action in the SCAR Details Page and click on the "+" sign on the LEA Action section to expand
- Click on the blue "Upload Report" button
- On the Upload Report window enter the following information:
  - Click on the Browse Button
  - Select a File from your local drive and click on the Open button
  - Enter the File Title
- Click on the Upload blue button



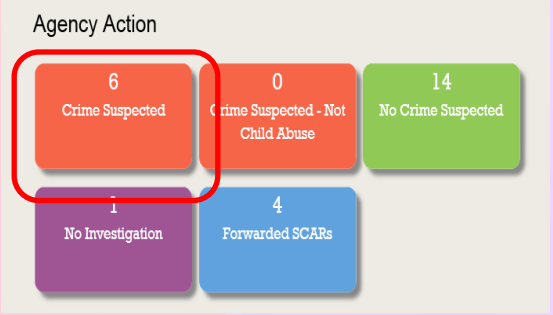
- A green shaded message will display when the document has been uploaded

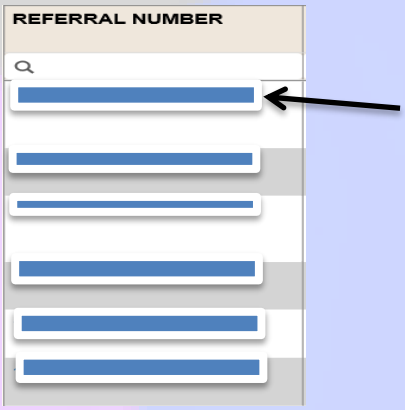
Comments

The Comments Section will display, in chronological order, all comments made by LEA Users, DA Users or DCFS Users during the investigative life of this particular SCAR.

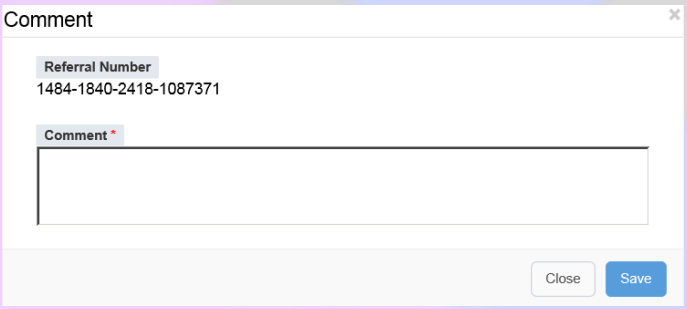
Steps:

- Click on a category tile from the Agency dashboard
- From the Referral Results Grid, click on the Referral Number Hyperlink from the Crime Suspected (or other category) SCAR Tile





- Scroll down to the LEA Action Section in the SCAR Details Page and click on the "+" sign on the Comments section to expand
- Click on the blue "Comments" button
- The Comment window displays
  - Enter Comments in the box
- Click on the Save Button



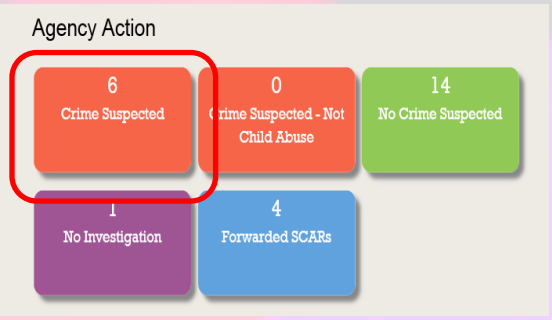
- A green shaded message will display when the comments are saved

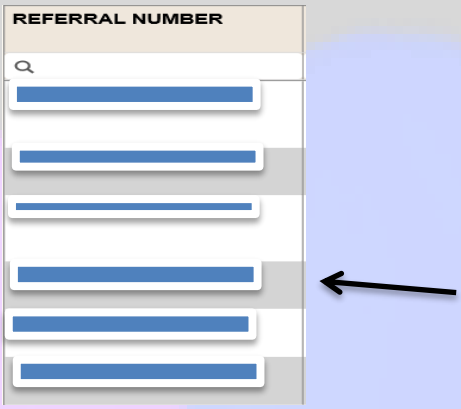
District Attorney

The District Attorney section, when updated by the DA, will display the attorney assigned to the SCAR along with the Superior Court Case Number.

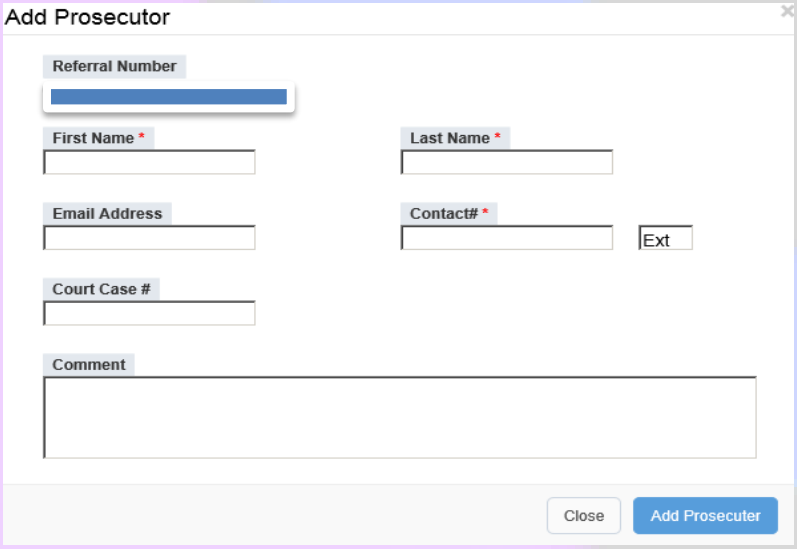
Steps:

- Click on the Referral Number Hyperlink from the Crime Suspected SCAR Tile Referral Results Grid





- Scroll down to the SCAR Details Page- District Attorney section and click on the "+" sign to expand
- Click on the blue "Add Prosecutor" button
- The Add Prosecutor window displays enter the following information:
  - First Name
  - Last Name
  - Email Address
  - Contact #
  - Ext
  - Court Case #
  - Comment



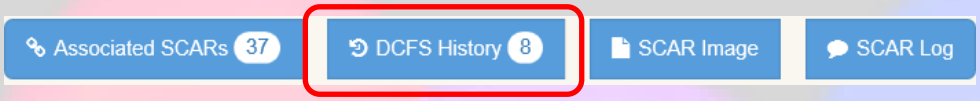
- Click on the Add Prosecutor Button
- A green shaded message will display when the Add Prosecutor actions are saved

DCFS History

The **DCFS History** button is active when the SCAR in view has DCFS history related to the Victim Name, Victim Address or Suspect Name in the CWS/CMS Datamart database (contains records back to pre-1997), but not in, or in addition to, the eSCARS database.

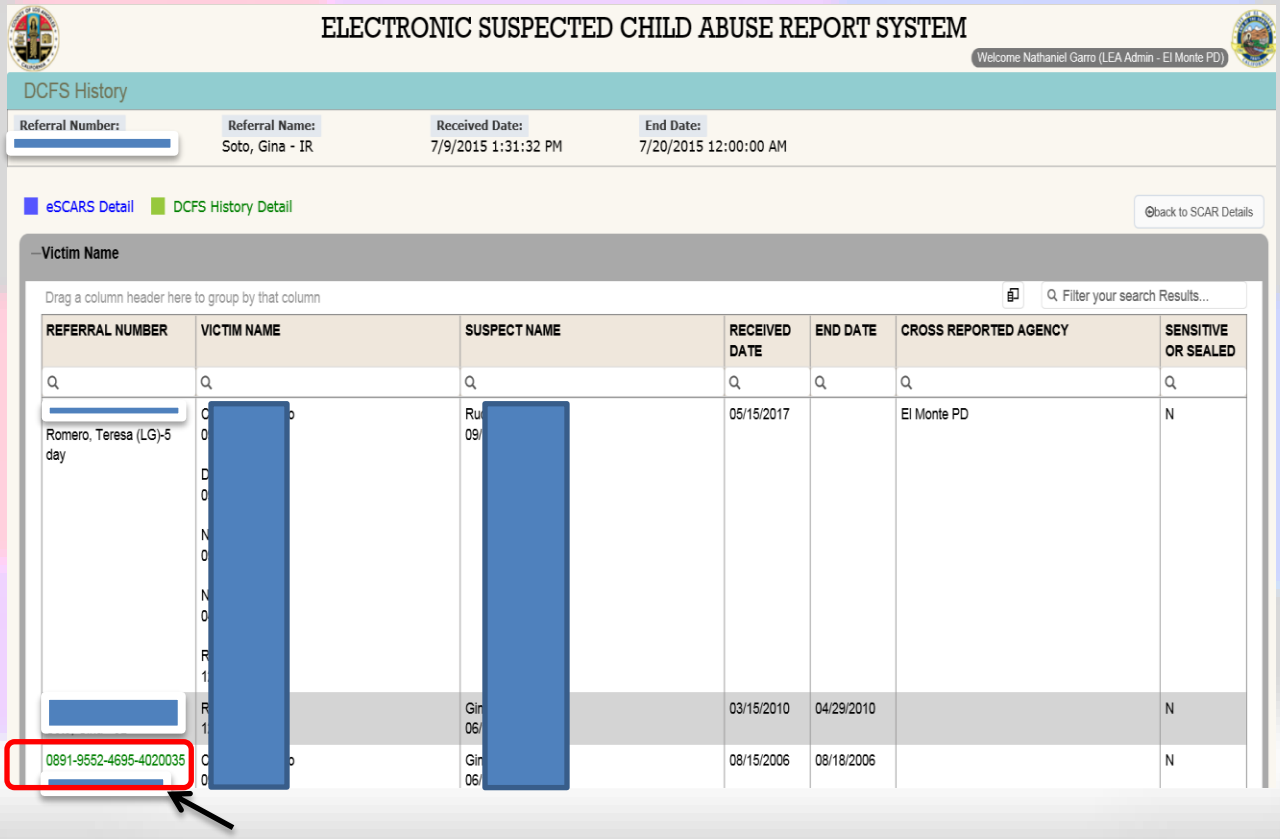
Steps:

- Click on the DCFS History button in the top section
  - If no DCFS History information is available the button will not be active



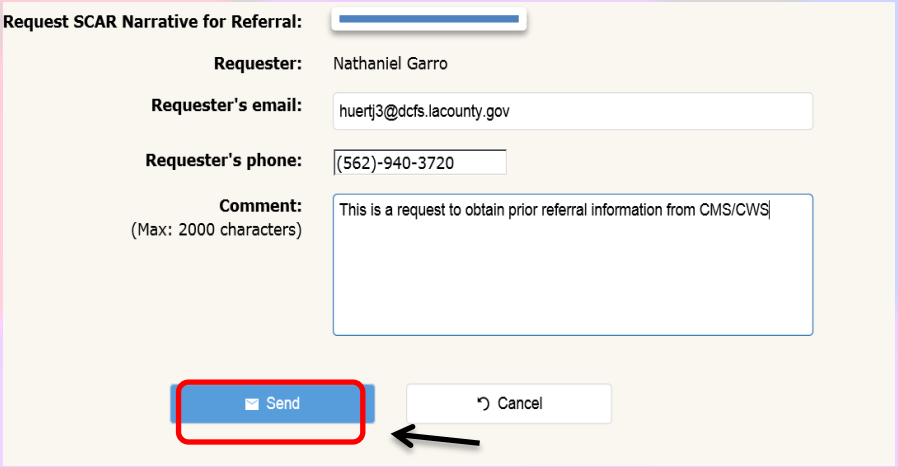
- The DCFS History screen will have blue and green referrals
  - The blue referrals are associated with SCARS currently in eSCARS
  - The green referrals denotes referral information is in CWS/CMS but not in eSCARS

- Click on the green referral hyperlink



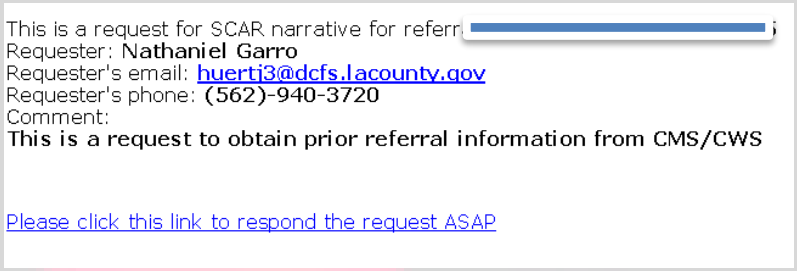
- Click on the Request SCAR Narrative button on top of the DCFS History Details Screen

- All user information will be automatically pre-populated
- In the Request SCAR Narrative for Referral enter the following information:
  - The Requester's Email:
  - The Requester's Phone:
  - Comments:
- Click the blue "Send" button



- A green shaded message will display stating "DCFS Referral Request has been Submitted"

- An automatic e-mail will be sent to both DCFS "Hotline" and LEA "User" that requested the history


This is a request for SCAR narrative for referr [redacted]
Requester: Nathaniel Garro
Requester's email: huertj3@dcfs.lacounty.gov
Requester's phone: (562)-940-3720
Comment:
This is a request to obtain prior referral information from CMS/CWS

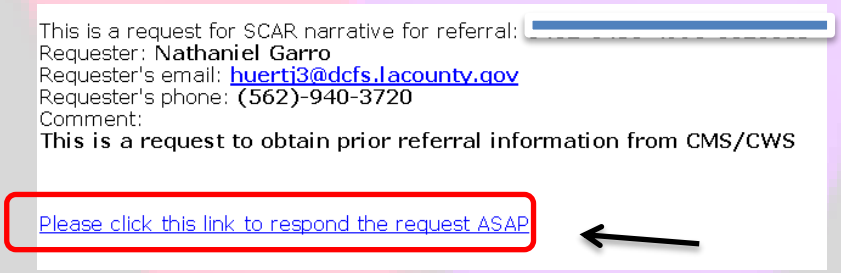
Please click this link to respond the request ASAP

Hotline DCFS Referral Request

Hotline staff will receive the e-mail request to send information to the LEA from CMS/CWS

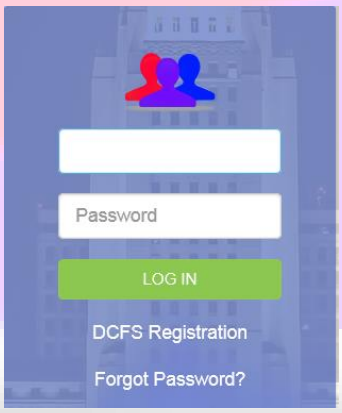
Steps:

- Click on the link sent from the eSCARS automatic e-mail alert


This is a request for SCAR narrative for referral: [redacted]
Requester: Nathaniel Garro
Requester's email: huertj3@dcfs.lacounty.gov
Requester's phone: (562)-940-3720
Comment:
This is a request to obtain prior referral information from CMS/CWS

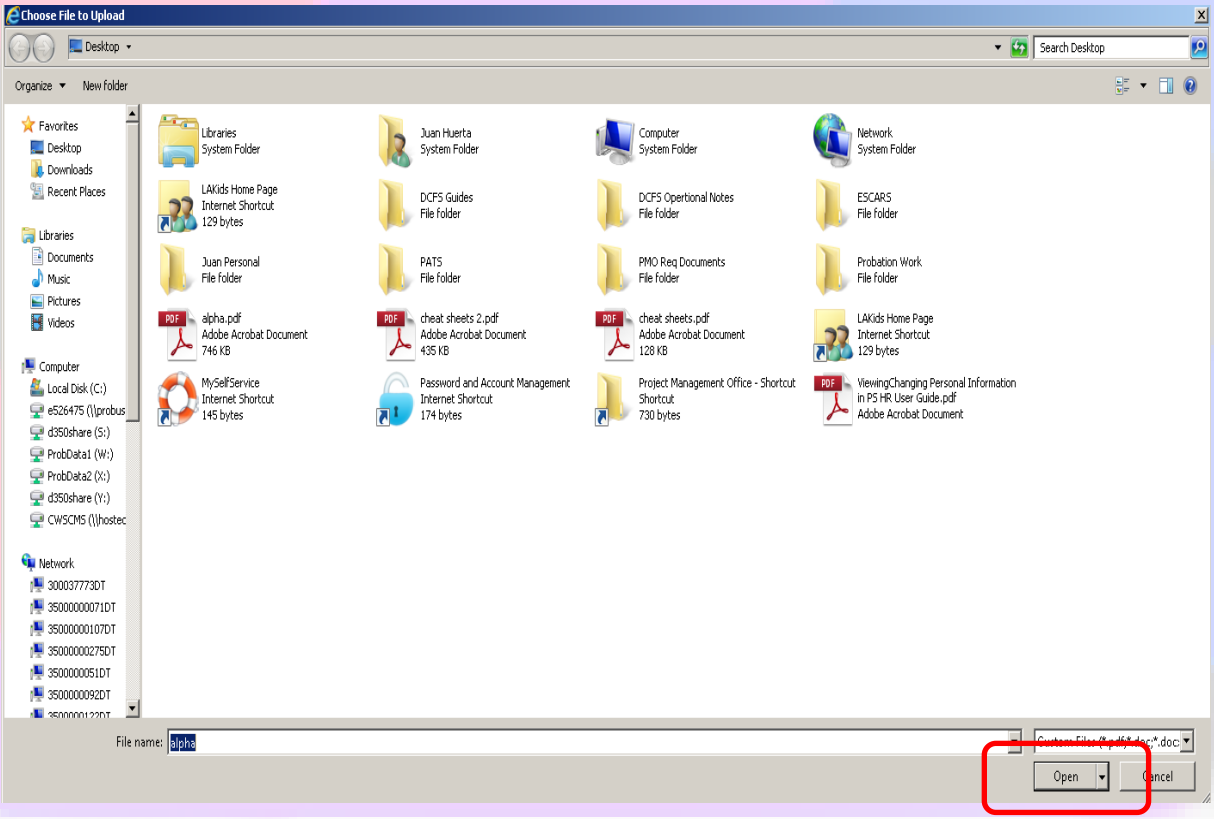
Please click this link to respond the request ASAP

- Login to eSCARS

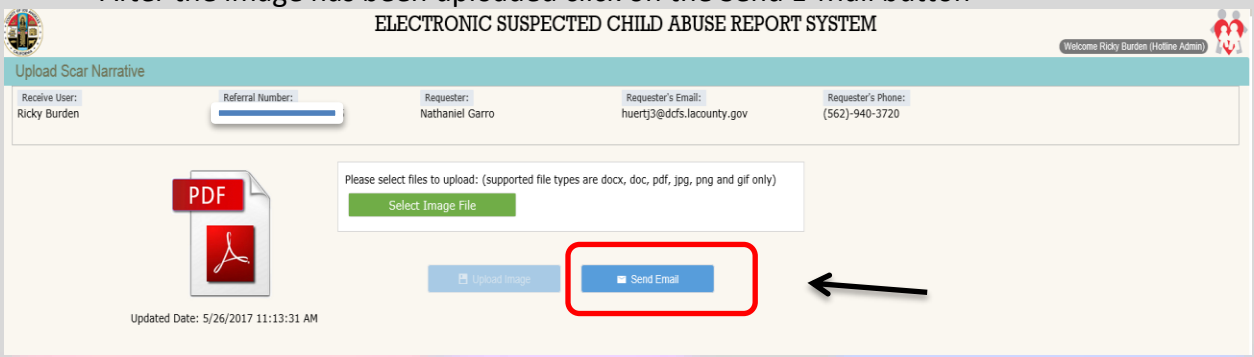


- Select the Image File Button to upload the document

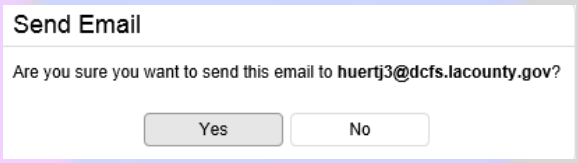
- Browse for the files in the "Choose File to Upload" Window and select the document that is to be uploaded
- Select the File
- Click on Open when the file is selected



- Click on the “Upload Image”
- After the image has been uploaded click on the Send E-Mail button

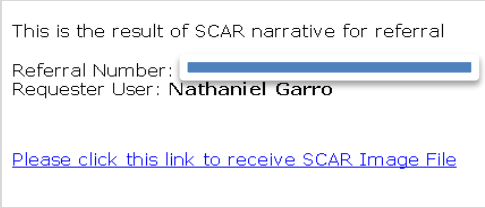


- A message “Send Email” will display.
  - Click on Yes
- A green shaded message stating “Referral Request has been sent” will display



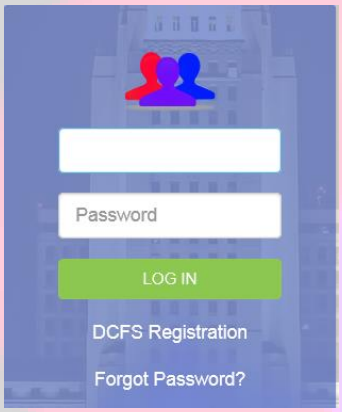
LEA DCFS Referral Request

LEA user will receive an automatic e-mail alert stating Referral Narrative has been sent



Steps:

- Click on the Referral hyperlink from the eSCARS email
- Login into eSCARS



- Click on the Download File Hyperlink to download the File

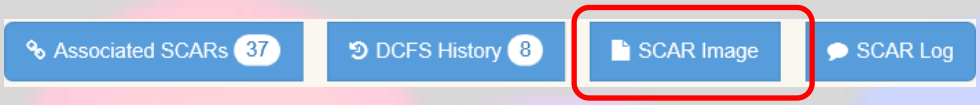
- Open and view the document

SCAR Image

Clicking the **SCAR Image** button returns to the User a .pdf image file of the legally mandated Suspected Child Abuse Report (SCAR) document (California DOJ Form SS8572).

Steps:

- Click on the blue SCAR Image button in the top section
  - The SCAR PDF document will display



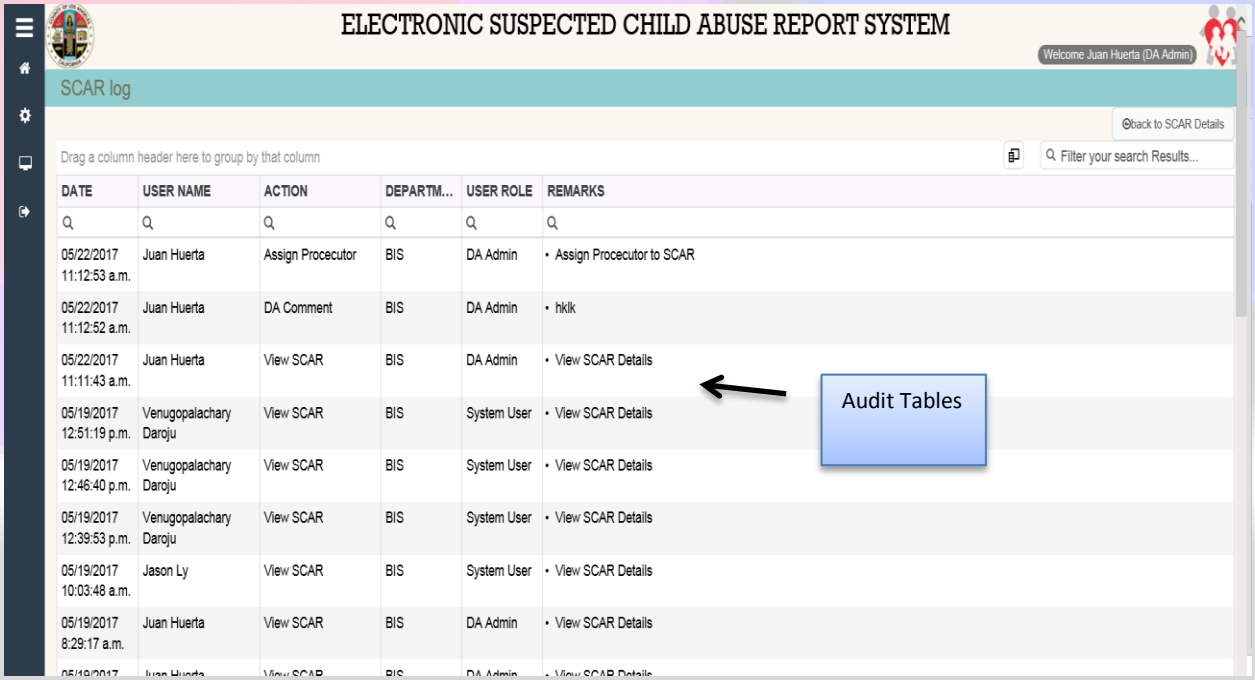
SCAR Log

Clicking the **SCAR Log** button returns to the User a time and date stamped chronological list of all action taken on that SCAR by all Users, beginning with SCAR creation at the Child Protection Hotline. Each user action is tracked (view, update, or data entry) by Date, User Name, Action, Department, User Role, and Remarks.

Steps:

- Click on the blue SCAR Log button in the top section

- The table will track all users actions taken in eSCARS



Querying

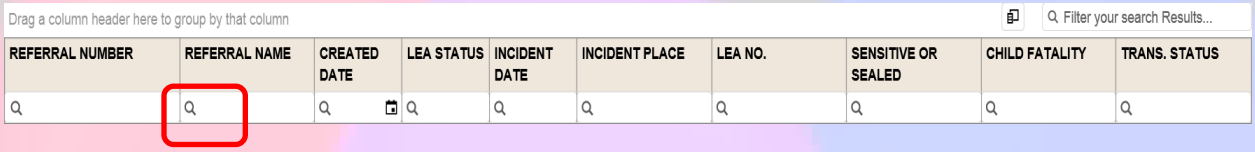
eSCARS will allow the Users to search or group data sets, which will allow all Users to view and efficiently search for information

Filtering

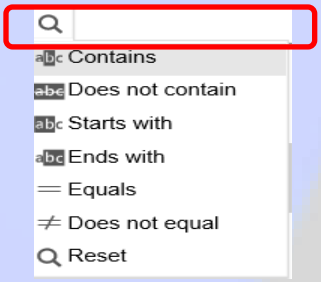
eSCARS Users can filter data by any column within the system

Steps:

- Select the Lookup icon on any of the columns within a data grid
- Select the Icon Chooser from any column



- Select a filtering option
- Enter information in the column that is filtered
- Data that matches the User's entry will display on the screen



Grid Search Filter

Users can also filter their search results for all columns at once

Steps:

- Enter data on the "Filter your Search Results" field (e.g., part of a name; part of a Referral Number, etc.)
- Data that matches the User's entry will display on the screen

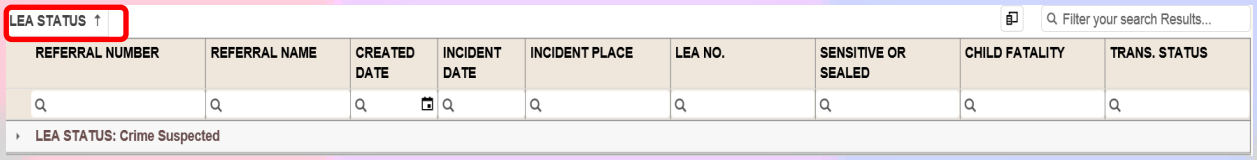
Grouping

eSCARS will allow the User to group data

Steps:

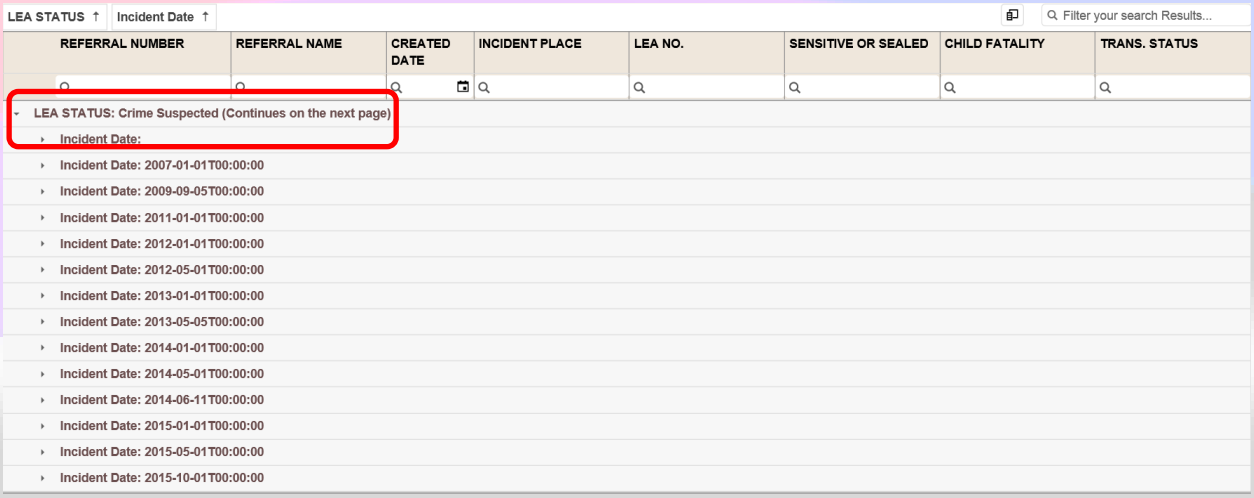
- Drag any column to the section of the screen

- Data will display by grouping levels



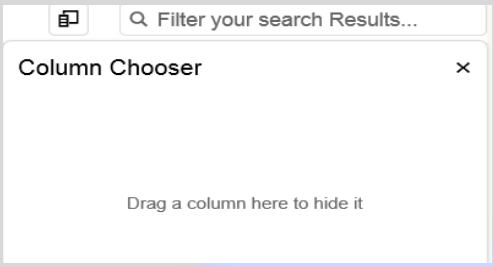
- Drag another column to the top section

- Data is displayed by several grouping levels



Column Chooser

eSCARS will allow the User to remove columns from the data grid, allowing the User to manipulate way the data is displayed



Steps:

- Select the Column Chooser Option
- Drag a Column heading and drop it into the Column Chooser box

- The column will no longer appear on the Data Grid

Column Sorting

eSCARS will allow Users to sort columns in ascending or descending order

Steps:

- Click on any column heading within the data grid
- The column will sort in descending or ascending order depending on the placement of the arrow

REPORTS

eSCARS has built in reports, and the report section will allow the User to select reporting within a date range. Reports will be accessible to Users according to their User Role. The reports parameters are as follows:

- Date Range
  - Provides a range User can select from
- Agency
  - Law Enforcement Agencies that utilized eSCARS
- Department
  - Departments within the selected Agency (e.g. LASD - Norwalk Station; LAPD – Central Divsion)

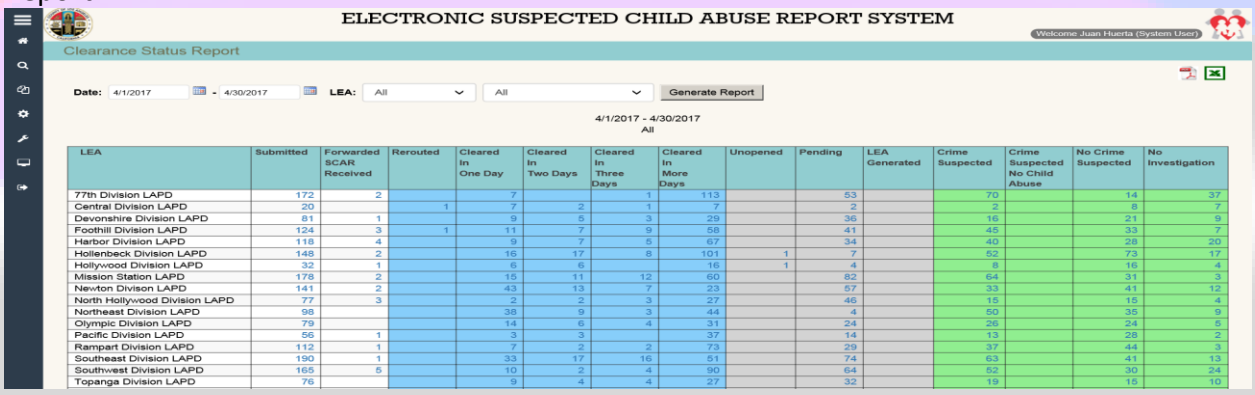
Clearance Status Report

The Clearance Status report will display SCARs that have been processed per Department. Status of all SCARS within the date range selected. Includes Unopened, Pending, Crime Suspected/No Crime Suspected /No Investigation. List of SCARS hyperlinked to SCAR Details page of that SCAR

Steps:

- Select a date range
- Select the LEA from the dropdown
  - If User is DA the LEA dropdown will display all agencies
  - If User is LEA the dropdown will only display the agency they are assigned to
- Click on the Generate Report

Report



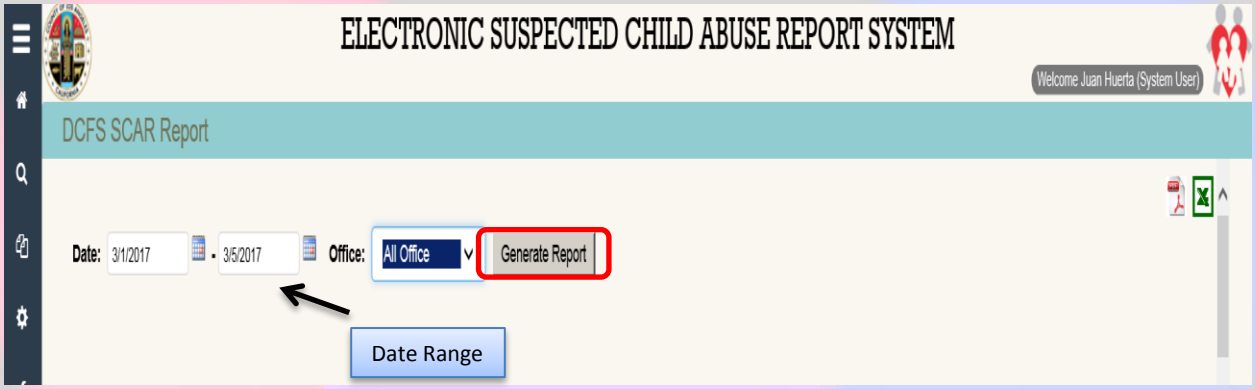
LEA	Submitted	Forwarded SCAR Received	Rerouted	Cleared In One Day	Cleared In Two Days	Cleared In Three Days	Cleared In More Days	Unopened	Pending	LEA Generated	Crime Suspected	Crime Suspected No Child Abuse	No Crime Suspected	No Investigation
77th Division LAPD	172	2		7		1	113		53		70		14	37
Central Division LAPD	20		1	7	2	1	7		2		2		8	7
Devonshire Division LAPD	81	1		9	5	3	29		36		16		21	9
Foothill Division LAPD	124	3	1	11	7	9	58		41		45		33	7
Harbor Division LAPD	118	4		9	7	5	67		34		40		28	20
Hollenbeck Division LAPD	148	2		16	17	8	101	1	7		52		73	17
Hollywood Division LAPD	32	1		6	6		16	1	4		8		16	4
Mission Station LAPD	178	2		15	11	12	60		82		64		31	3
Newton Divison LAPD	141	2		43	13	7	23		57		33		41	12
North Hollywood Division LAPD	77	3		2	2	3	27		46		15		15	4
Northeast Division LAPD	98			38	9	3	44		4		50		35	9
Olympic Division LAPD	79			14	6	4	31		24		26		24	5
Pacific Division LAPD	56	1		3	3		37		14		13		28	2
Rampart Division LAPD	112	1		7	2	2	73		29		37		44	3
Southeast Division LAPD	190	1		33	17	16	51		74		63		41	13
Southwest Division LAPD	165	5		10	2	4	90		64		52		30	24
Topanga Division LAPD	76			9	4	4	27		32		19		15	16

DCFS SCAR Report

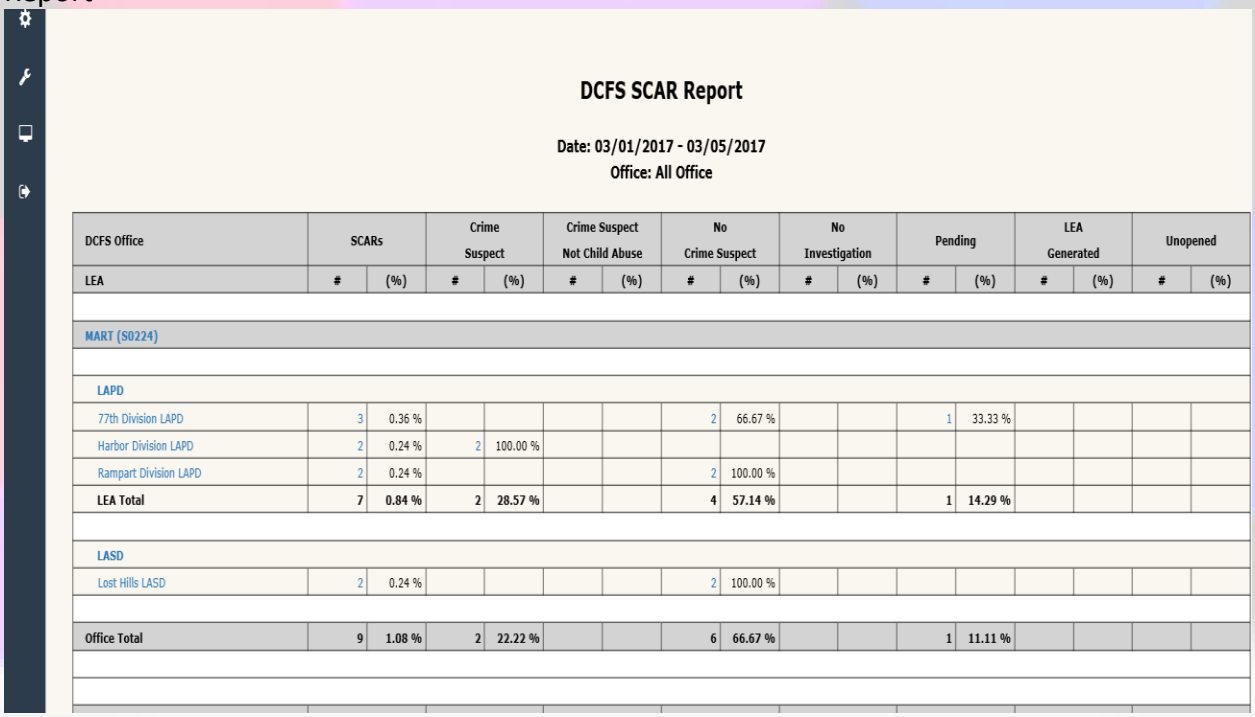
The DCFS SCAR Report will display breakout of all eSCARS by DCFS office and by PD which received the cross report.

Steps:

- Select a date range
- Select the Office from the dropdown
- Click on the Generate Report



Report



DCFS SCAR Report

Date: 03/01/2017 - 03/05/2017
Office: All Office

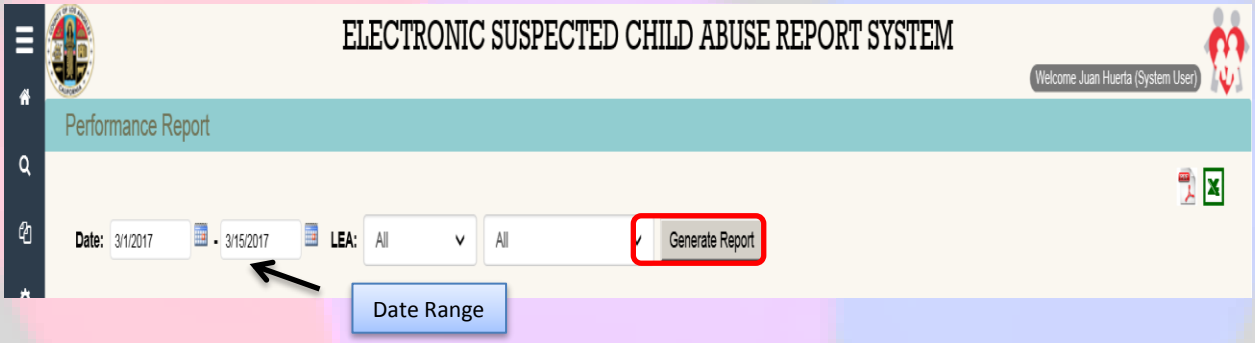
DCFS Office	SCARs		Crime Suspect		Crime Suspect Not Child Abuse		No Crime Suspect		No Investigation		Pending		LEA Generated		Unopened	
LEA	#	(%)	#	(%)	#	(%)	#	(%)	#	(%)	#	(%)	#	(%)	#	(%)
MART (S0224)																
LAPD																
77th Division LAPD	3	0.36 %					2	66.67 %			1	33.33 %				
Harbor Division LAPD	2	0.24 %	2	100.00 %												
Rampart Division LAPD	2	0.24 %					2	100.00 %								
LEA Total	**7**	**0.84 %**	**2**	**28.57 %**			**4**	**57.14 %**			**1**	**14.29 %**				
LASD																
Lost Hills LASD	2	0.24 %					2	100.00 %								
Office Total	**9**	**1.08 %**	**2**	**22.22 %**			**6**	**66.67 %**			**1**	**11.11 %**				

Performance Report

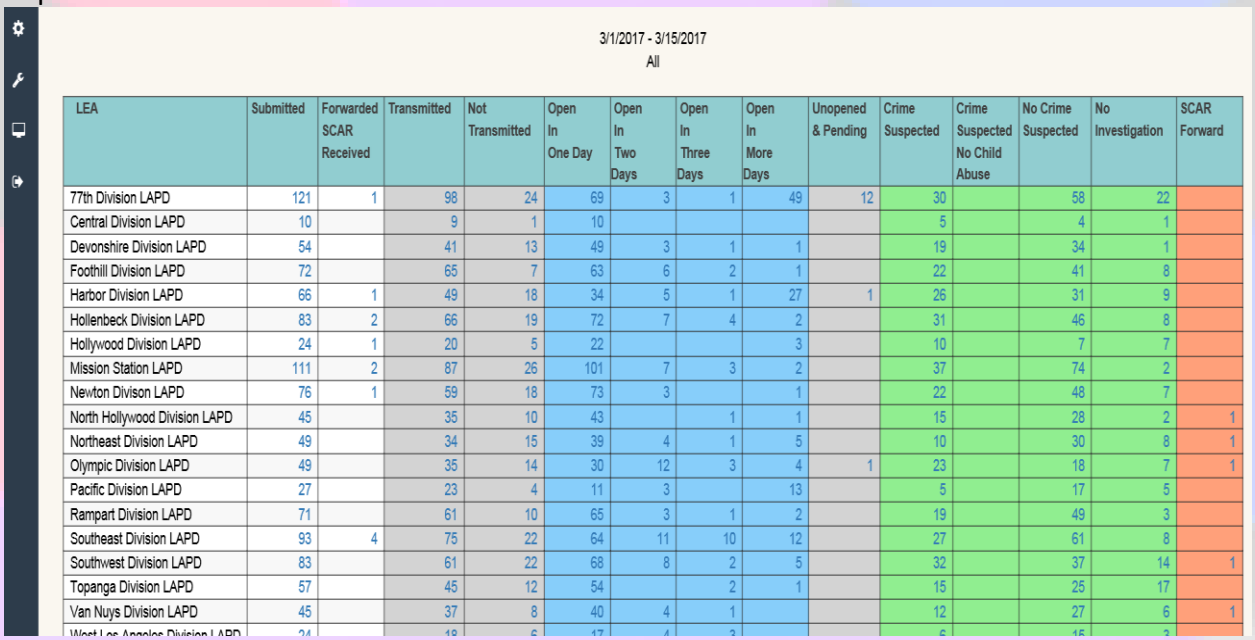
Performance Reports are generated to monitor the performance of all Agencies or an individual Department under an Agency. The report provides an overall summary of each SCAR and how LEAs have responded in terms of time to update their findings

Steps:

- Select a date range
- Select the LEA from the dropdown
- Click on the Generate Report



Report



3/1/2017 - 3/15/2017
All

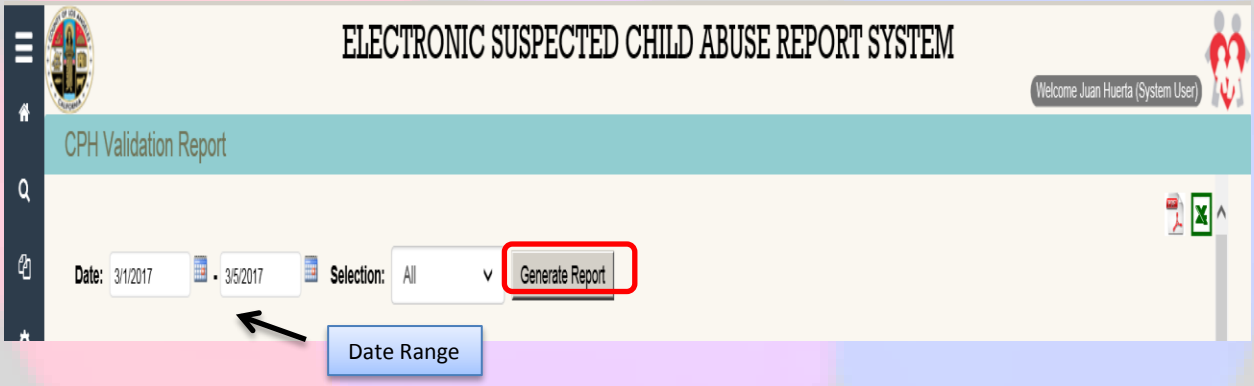
LEA	Submitted	Forwarded SCAR Received	Transmitted	Not Transmitted	Open In One Day	Open In Two Days	Open In Three Days	Open In More Days	Unopened & Pending	Crime Suspected	Crime Suspected No Child Abuse	No Crime Suspected	No Investigation	SCAR Forward
77th Division LAPD	121	1	98	24	69	3	1	49	12	30		58	22	
Central Division LAPD	10		9	1	10					5		4	1	
Devonshire Division LAPD	54		41	13	49	3	1	1		19		34	1	
Foothill Division LAPD	72		65	7	63	6	2	1		22		41	8	
Harbor Division LAPD	66	1	49	18	34	5	1	27	1	26		31	9	
Hollenbeck Division LAPD	83	2	66	19	72	7	4	2		31		46	8	
Hollywood Division LAPD	24	1	20	5	22			3		10		7	7	
Mission Station LAPD	111	2	87	26	101	7	3	2		37		74	2	
Newton Divison LAPD	76	1	59	18	73	3		1		22		48	7	
North Hollywood Division LAPD	45		35	10	43		1	1		15		28	2	1
Northeast Division LAPD	49		34	15	39	4	1	5		10		30	8	1
Olympic Division LAPD	49		35	14	30	12	3	4	1	23		18	7	1
Pacific Division LAPD	27		23	4	11	3		13		5		17	5	
Rampart Division LAPD	71		61	10	65	3	1	2		19		49	3	
Southeast Division LAPD	93	4	75	22	64	11	10	12		27		61	8	
Southwest Division LAPD	83		61	22	68	8	2	5		32		37	14	1
Topanga Division LAPD	57		45	12	54		2	1		15		25	17	
Van Nuys Division LAPD	45		37	8	40	4	1			12		27	6	1
West Los Angeles Division LAPD	24		18	6	17	4	3			6		15	3	

CPH Validation Report

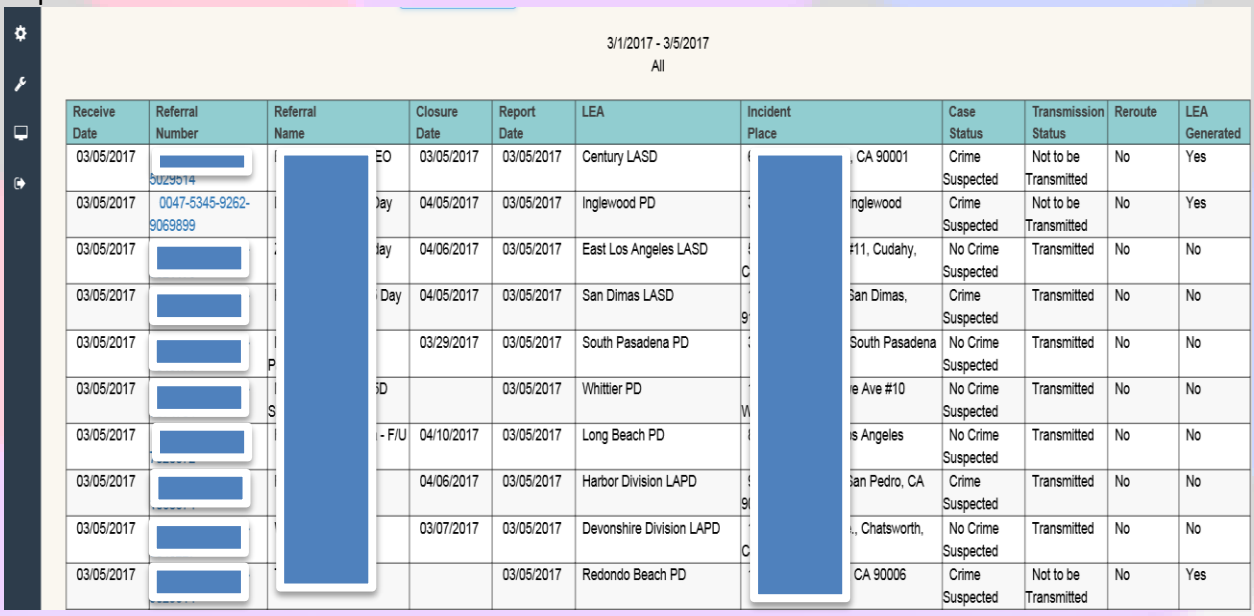
The Child Protection Hotline Validation Report is generated to display all referrals received by the Hotline and entered into CWS/CMS requiring cross reporting to the LEA.

Steps:

- Select a date range
- Select the Selection from the dropdown
- Click on the Generate Report



Report



3/1/2017 - 3/5/2017
All

Receive Date	Referral Number	Referral Name	Closure Date	Report Date	LEA	Incident Place	Case Status	Transmission Status	Reroute	LEA Generated
03/05/2017	[redacted]	[redacted]	03/05/2017	03/05/2017	Century LASD	[redacted] CA 90001	Crime Suspected	Not to be Transmitted	No	Yes
03/05/2017	0047-5345-9262-9069899	[redacted]	04/05/2017	03/05/2017	Inglewood PD	[redacted]	Crime Suspected	Not to be Transmitted	No	Yes
03/05/2017	[redacted]	[redacted]	04/06/2017	03/05/2017	East Los Angeles LASD	[redacted]	No Crime Suspected	Transmitted	No	No
03/05/2017	[redacted]	[redacted]	04/05/2017	03/05/2017	San Dimas LASD	[redacted]	Crime Suspected	Transmitted	No	No
03/05/2017	[redacted]	[redacted]	03/29/2017	03/05/2017	South Pasadena PD	[redacted]	No Crime Suspected	Transmitted	No	No
03/05/2017	[redacted]	[redacted]		03/05/2017	Whittier PD	[redacted]	No Crime Suspected	Transmitted	No	No
03/05/2017	[redacted]	[redacted]	04/10/2017	03/05/2017	Long Beach PD	[redacted]	No Crime Suspected	Transmitted	No	No
03/05/2017	[redacted]	[redacted]	04/06/2017	03/05/2017	Harbor Division LAPD	[redacted]	Crime Suspected	Transmitted	No	No
03/05/2017	[redacted]	[redacted]	03/07/2017	03/05/2017	Devonshire Division LAPD	[redacted]	No Crime Suspected	Transmitted	No	No
03/05/2017	[redacted]	[redacted]		03/05/2017	Redondo Beach PD	[redacted] CA 90006	Crime Suspected	Not to be Transmitted	No	Yes

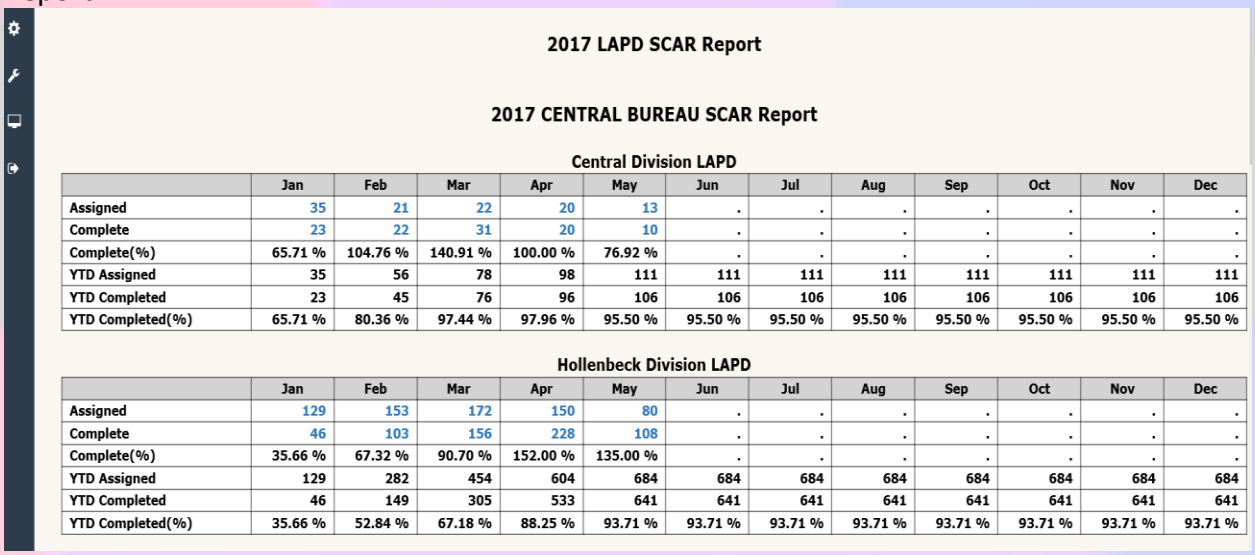
LAPD SCAR Report

The LAPD SCAR report is generated to display the status of all SCARS transmitted to the LAPD and its Divisions. The report was created to assist with their internal reporting requirements

Steps:

- Select LEA
- Select the Year
- Click on the Generate Report

Report



2017 LAPD SCAR Report

2017 CENTRAL BUREAU SCAR Report

Central Division LAPD

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Assigned	35	21	22	20	13	.	.	.	.	.	.	.
Complete	23	22	31	20	10	.	.	.	.	.	.	.
Complete(%)	65.71 %	104.76 %	140.91 %	100.00 %	76.92 %	.	.	.	.	.	.	.
YTD Assigned	35	56	78	98	111	111	111	111	111	111	111	111
YTD Completed	23	45	76	96	106	106	106	106	106	106	106	106
YTD Completed(%)	65.71 %	80.36 %	97.44 %	97.96 %	95.50 %	95.50 %	95.50 %	95.50 %	95.50 %	95.50 %	95.50 %	95.50 %

Hollenbeck Division LAPD

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Assigned	129	153	172	150	80	.	.	.	.	.	.	.
Complete	46	103	156	228	108	.	.	.	.	.	.	.
Complete(%)	35.66 %	67.32 %	90.70 %	152.00 %	135.00 %	.	.	.	.	.	.	.
YTD Assigned	129	282	454	604	684	684	684	684	684	684	684	684
YTD Completed	46	149	305	533	641	641	641	641	641	641	641	641
YTD Completed(%)	35.66 %	52.84 %	67.18 %	88.25 %	93.71 %	93.71 %	93.71 %	93.71 %	93.71 %	93.71 %	93.71 %	93.71 %

SCAR Discrepancy Report

The SCAR Discrepancy report is generated to display discrepant findings between Law Enforcement Agencies and DCFS, e.g., law enforcement finds "Crime Suspected," but DCFS' Conclusion is "Inconclusive" on the same SCAR.

Steps:

- Select a date range
- Select the LEA from the dropdown
- Click on the Generate Report

Report

Referral Number Referral Name Incident Date	Station/Division Created Date LEA Report Number	CSW Name CSW Office	Decision Date SCAR Status SCAR ID	Disposition Date Abuse Description
[redacted] 05/25/2017	Glendale PD 03/08/2017 16-12188	[redacted] yan lena	03/15/2017 No Crime Suspected 428123	08/19/2016 Substantiated
[redacted] 10/06/2016	Downey PD 03/03/2017 17-19115	ora	04/13/2017 Crime Suspected 437974	12/28/2016 Inconclusive
[redacted] 10/06/2016	Downey PD 03/03/2017 17-19115	ora	04/13/2017 Crime Suspected 437974	12/28/2016 Unfounded
[redacted] 05/25/2017	Pomona PD 03/06/2017 17-025662	na	03/12/2017 No Crime Suspected 450140	12/29/2016 Substantiated
[redacted] 05/25/2017	Pomona PD 03/06/2017 17-025662	na	03/12/2017 No Crime Suspected 450140	01/17/2017 Substantiated
[redacted] 02/09/2017	Pasadena PD 03/17/2017	er lena	03/21/2017 No Crime Suspected 458111	03/14/2017 Substantiated

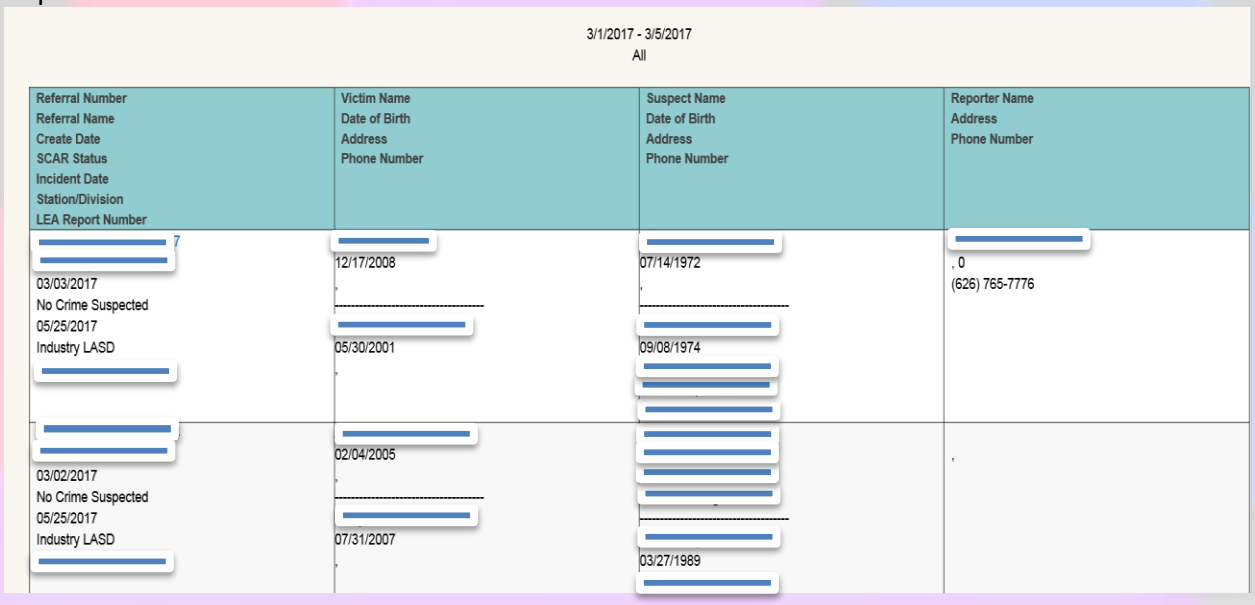
SCAR Report

The SCAR report is generated to display all SCARS generated in eSCARS within a defined time frame

Steps:

- Select a date range
- Select the LEA from the dropdown
- Click on the Generate Report

Report



3/1/2017 - 3/5/2017
All

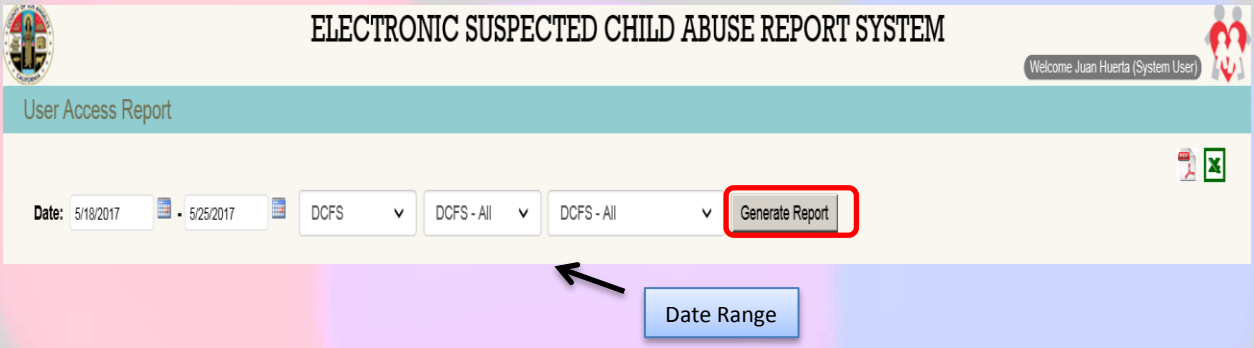
Referral Number Referral Name Create Date SCAR Status Incident Date Station/Division LEA Report Number	Victim Name Date of Birth Address Phone Number	Suspect Name Date of Birth Address Phone Number	Reporter Name Address Phone Number
03/03/2017 No Crime Suspected 05/25/2017 Industry LASD	12/17/2008 05/30/2001	07/14/1972 09/08/1974	. 0 (626) 765-7776
03/02/2017 No Crime Suspected 05/25/2017 Industry LASD	02/04/2005 07/31/2007	03/27/1989	

User Access Report

The User Access report is an audit report generated to display the activities of all eSCARS Users on the application; it will display the number of logins, number of viewed SCARS, and number of updated SCARS.

Steps:

- Select a date range
- Select the User Role from the dropdown
- Click on the Generate Report



Report

5/18/2017 - 5/25/2017
DCFS / BIS / BIS

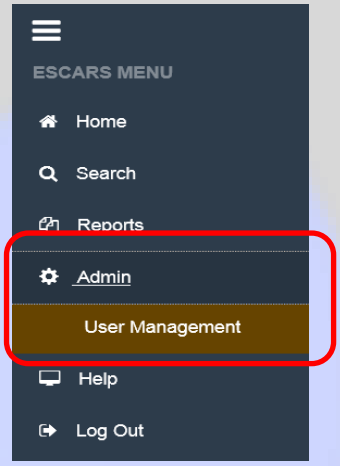
Logon ID	User Name	Department	Role Name	Last Login Date	Number Of Login	Number Of View SCAR	Number Of Update SCAR	Log Type Name	Function Name
	Jong-June Lee	BIS	System User	05/25/2017	92	26	0	User	Login
	Juan Huerta	BIS	System User	05/25/2017	13	7	1	User	Login
	Michelle Ren	BIS	System User	05/24/2017	10	18	0	User	Login
	Veichen Wang	BIS	System User	05/25/2017	11	39	0	User	Login
	Mario Olivo	BIS	System User	05/23/2017	1	0	0	User	Login
	Jason Ly	BIS	System User	05/22/2017	7	5	0	User	Login
	Venugopalachary Daroju	BIS	System User	05/25/2017	119	117	0	User	Login

SYSTEM ADMINISTRATION

User Management

The User Management section in eSCARS grants the ability to LEA and DA administrative staff to manage and maintain all active Users in eSCARS. This section is only available to staff with the following User Roles

- LEA Admin
- DA Admin



Steps:

- Click on the Left Navigation Menu
- Click on the User Management under the Admin Section

In the User Management screen the System Level Administrator can:

- Add Users
- Inactivate Users
- Change User Roles

Add New Account

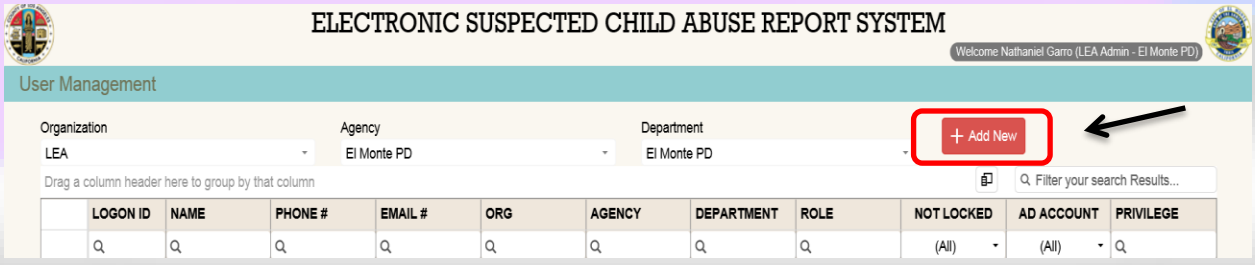
* For Independent LEAs, a new user can be created in eSCARS

* Agencies that are within the LA County Network (LASD, District Attorney) are required to enter the Employee #, First or Last Name and search Active Directory to validate the employee's Active status

Independent LEA

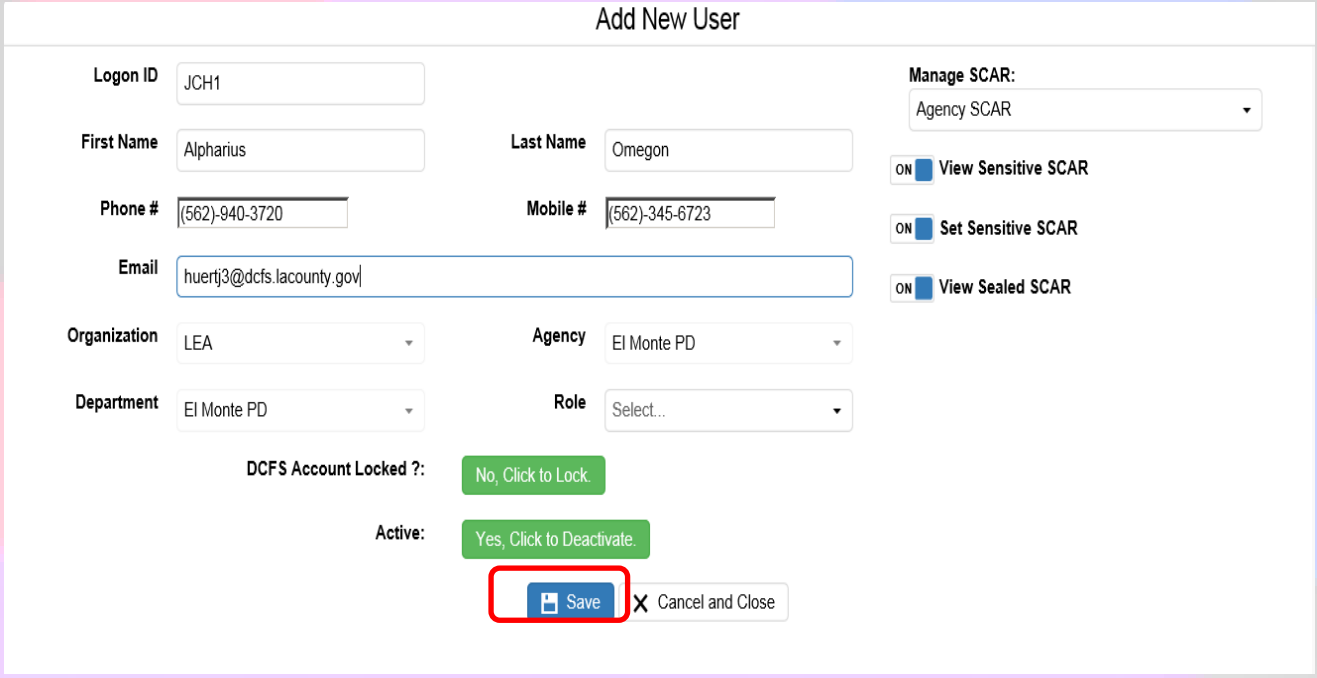
Steps:

- Click on the Add New Red Button



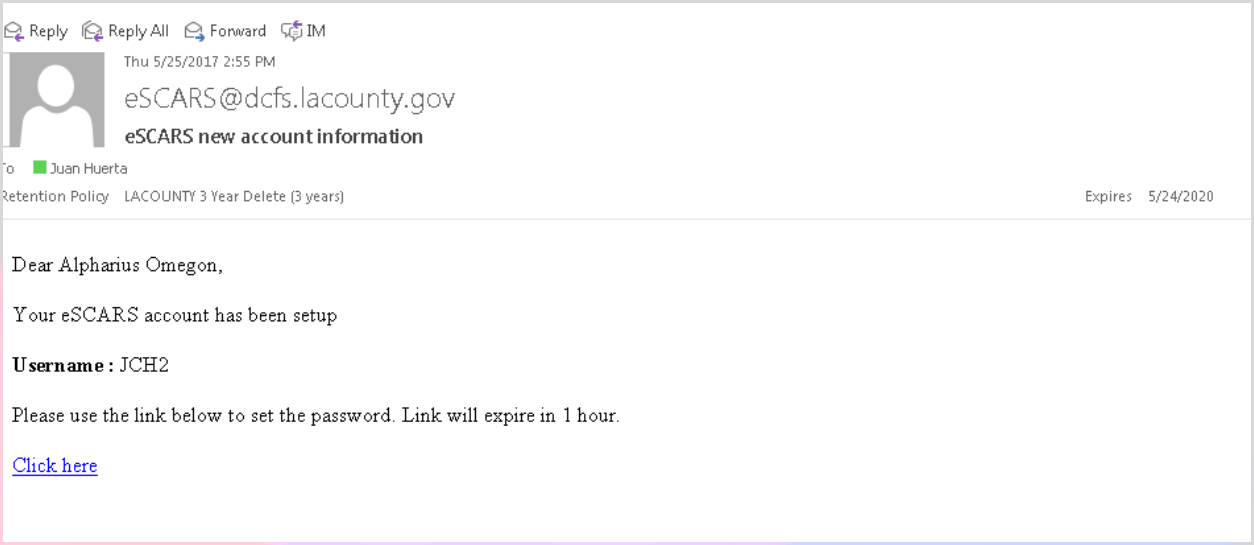
On the Add **New User Screen** enter the required fields

- Logon ID
- First Name
- Last Name
- Manage SCAR
- Phone #
- Mobile #
- Email
- Select On or Off on the
  - View Sensitive SCAR
  - Set Sensitive SCAR
  - View Sealed SCAR
- Role
- Select Yes or No on the
  - DCFS Account Locked
  - Active
- Click on the Save Button



- A green shaded message will display stating “User Has Been Added”

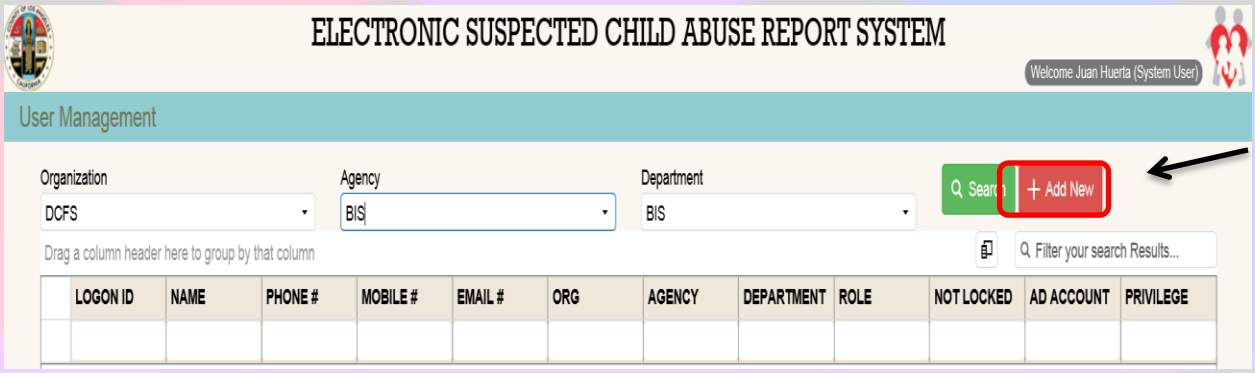
- The e-mail sent to the new User notifies him or her that their eSCARS account has been updated. It will also provide a link for them to login



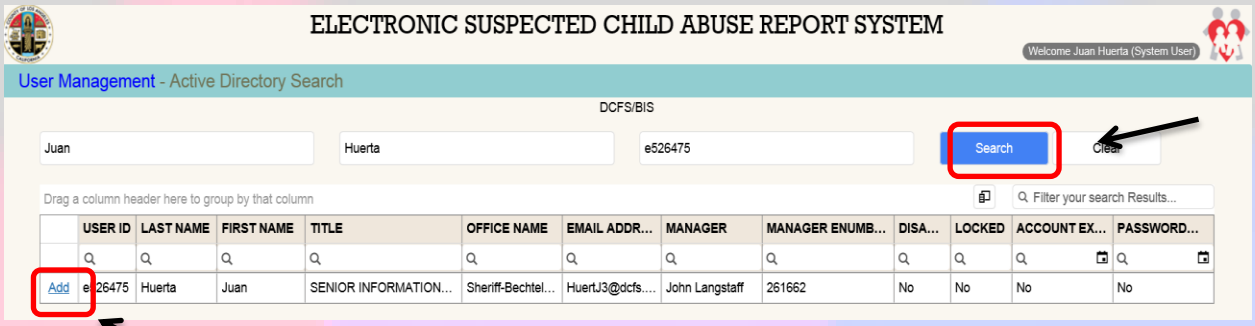
LA County Agency (DA, LASD, DCFS)

Steps:

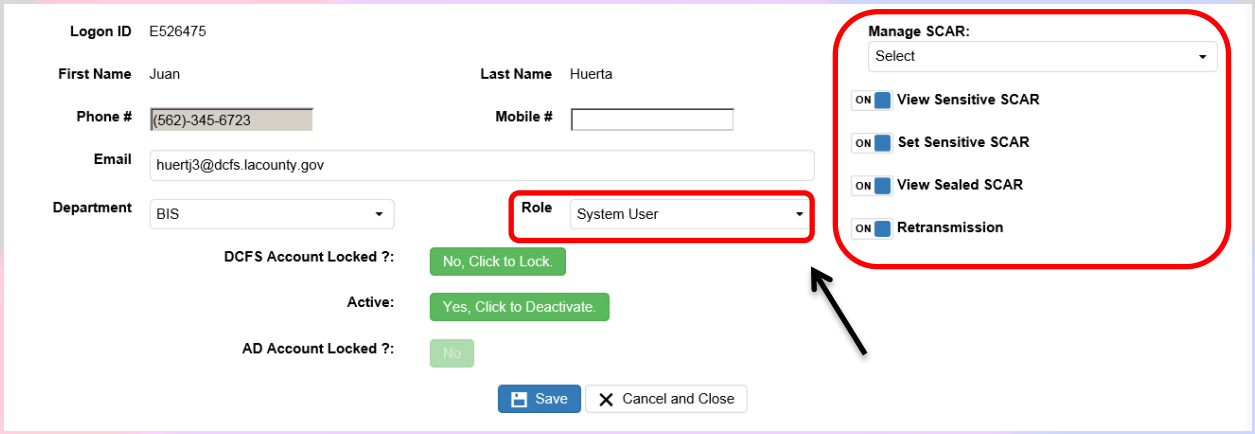
- Select the Organization and Agency from the Dropdowns in the User Management Screen
- Click on the Add New button



- Search in the Active Directory Screen by either
  - First Name
  - Last Name
  - Employee Number
- Click on the Search
- Click on the Add Hyperlink



- Select the User Role
- Set the SCAR access



- Click on the Save Button
- A green shaded message will display “User Added”

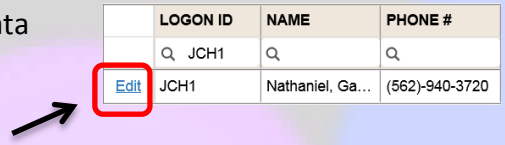
- An automatic e-mail alert is sent to the new User with instructions on how to log into eSCARS

Edit User Account

Steps:

- Navigate to the User Management in the Left Navigation Menu
- On the User Management Screen click on the Look-up icon on one of the following columns
  - Logon ID
  - Name

- Enter Information to filter data
- Select the Edit Hyperlink



- Modify the User's access on the User Screen
- Click on Save

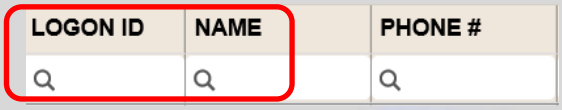
- A green shaded message will display stating "User Updated Successfully"

- An automatic e-mail alert is sent to the User notifying them that their SCARS account was updated

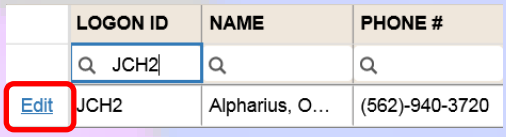
Inactivate User Account

Steps:

- Navigate to the User Management in the Left Navigation Menu
- On the User Management Screen click on the Look-up icon on one of the following columns
  - Logon ID
  - Name



- Enter Information to filter the data
- Select the Edit Hyperlink



- Click on the button next to the Active
  - Green is for Active
  - Red is for Inactive
- Click the Save Button

- A green shaded message will displays stating "User Updated Successfully"
- An automatic e-mail alert is sent to the user notifying them that their SCARS account was updated

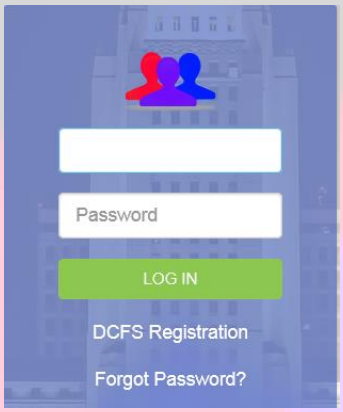
Password Reset

The Password reset function will allow the user to reset their password.

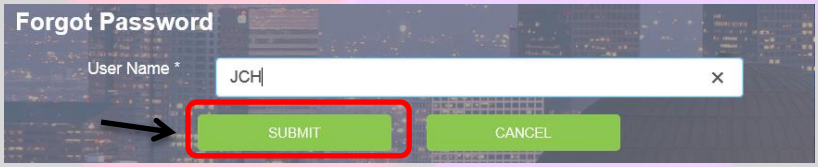
Independent LEA

Steps:

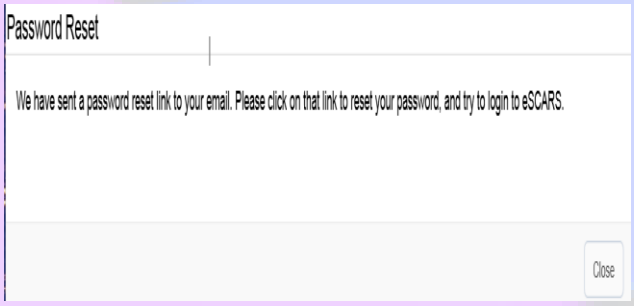
- Click on the Forgot Password Link



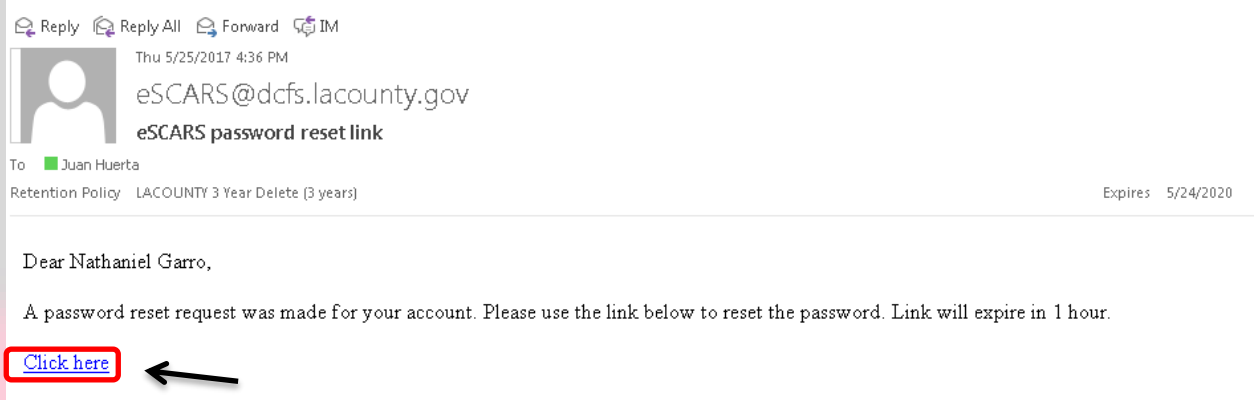
- Enter the User ID
- Click on Submit



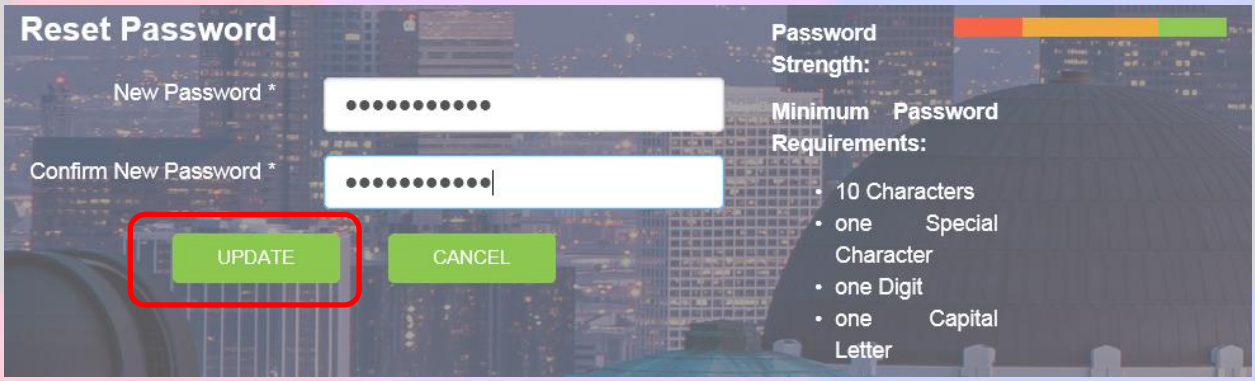
- A message will display



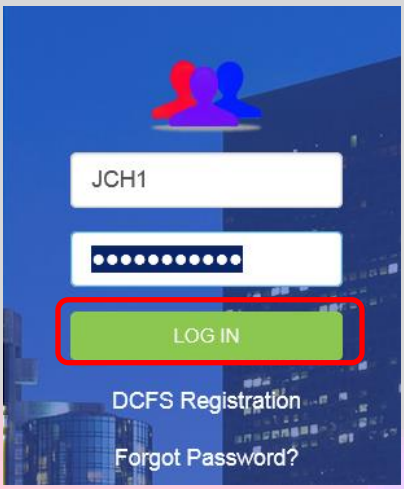
- An automatic e-mail alert is sent to the user notifying them that their SCARS password reset has been made. The e-mail will provide a link to the password reset link.
- Click on the hyperlink



- Enter the New Password
- Re-type the New Password



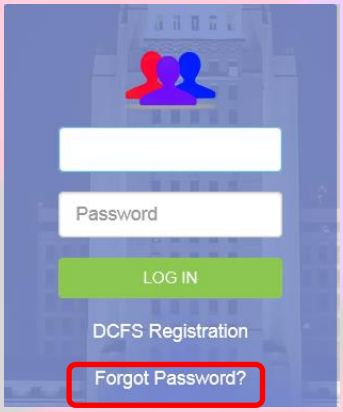
- Click on Update
- Enter the new password on the login screen
- Click to Log In



LA County User

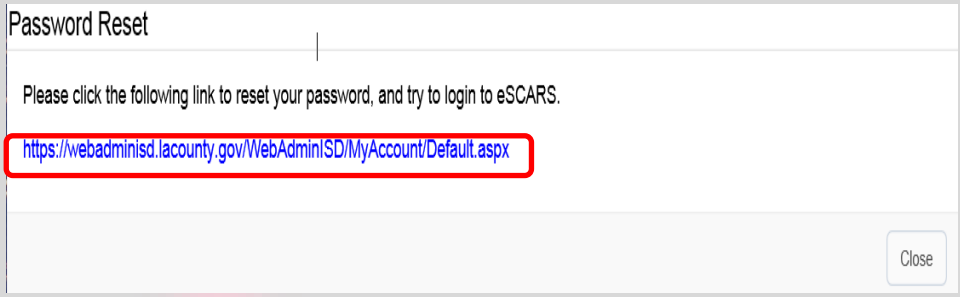
Steps:

- Click on the Forgot Password Link

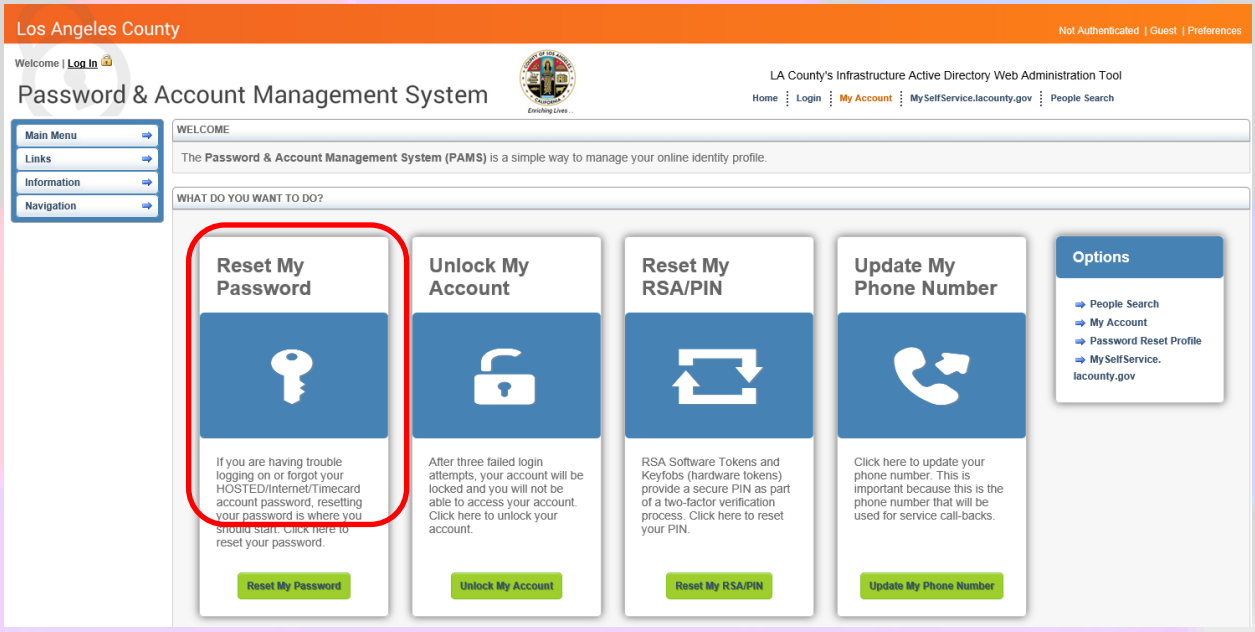


- Enter the LA County Employee Number “exxxxxx”
- Click on Submit

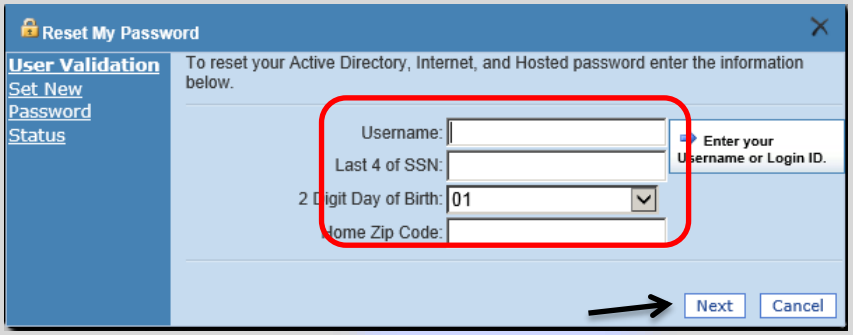
- Click on the Hyperlink in the message window



- From the LA County Password and Account Management Screen, click on the Reset My Password box



- Enter the information on the Reset my Password widow
- Click on next
- Hosted Password will be reset

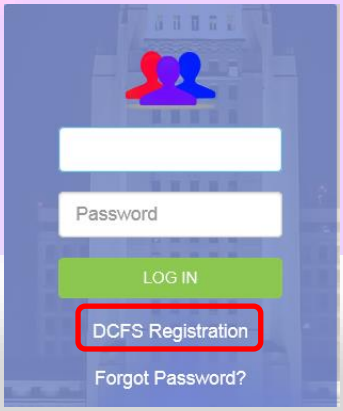


DCFS Registration

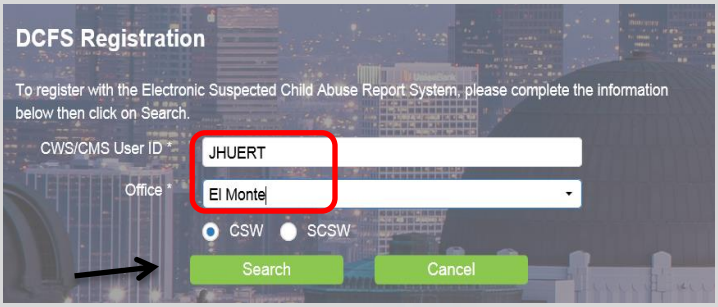
The DCFS Registration screen will allow the SCSW/CSW with a caseload to register in eSCARS.
** **If SCSW/CSW does not have an active caseload they will not be allowed to access eSCARS. In addition, the self-registration process is only for new SCSW/CSWs that have an active caseload or Unit***

Steps:

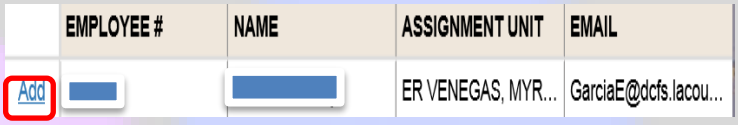
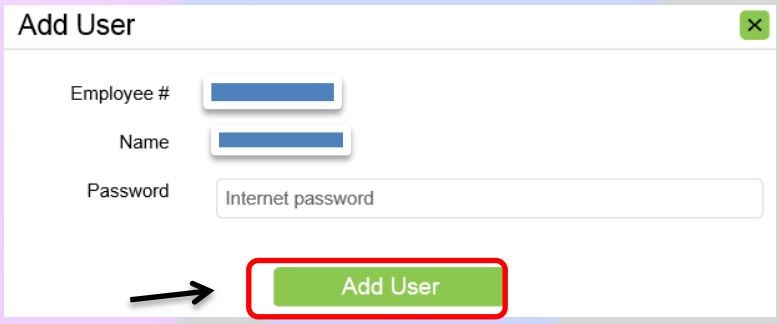
- Click on the DCFS Registration Link



- Enter the CWS/CMS User ID (All CAPS)
- Select the Office assigned to the user
- Select either CSW/SCSW option selection
- Click on Search



- The Name of the Employee will display
- Click on the "Add Hyperlink"



- Enter your LA County Hosted Password
- Click on the Add User green button
- A message will display "User Added"
- Logon to eSCARS with LA County Hosted "e + employee number" / eCAPS "Password"