Mobile Client Portal (MCP)

User Guide

Version 3.2

Los Angeles County
Department of Children and Family Services
Business Information Systems Division
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**Getting Started**

The Mobile Client Portal (MCP) App is designed and developed to help you, our children social workers, to do your job more efficiently. You can use this mobile-friendly web application on your iPhone, tablet or other mobile devices, or on a Windows desktop.

This is the URL of the Mobile Client Portal (MCP) App:

https://mcp.dcfslacounty.gov

**Screen Zoom In and Zoom Out**

The MCP is designed using the default, decently looking font-size to be displayed on mobile devices such as an iPhone, and it is also built with visual accessibility.

If a user finds it difficult to read some of the contents, he or she is advised to use his or her two fingers anywhere on the screen to “zoom in”, or enlarge an image or text, by dragging the two fingers on the screen apart.

He or she may “zoom out”, or go back to the regular magnification, by dragging the fingers towards each other, or by double tapping on the screen.

**Features**

**Case and Referral Access**

Whether it’s a continuous service case or an emergency response referral, you can see your client’s information on the iPhone right in the field.

**Tools: Notes, eForm and KidPix**

- Take notes for your case and referral right into your iPhone through typing or voice recognition with photos of children and their living condition.
- Have your client fill and sign DCFS forms on your iPhone.
- Upload photos to KidPix anytime from your iPhone.
- You may still use these tools from the home page if a client is not in your caseload assignment or is newly entered in CWS/CMS.
Quick call and navigation
Call your client or start the voice-guided GPS navigator to your client’s address at a tap.

Connection to Mobile FCSS
Quickly link to the mobile Foster Care Search System to confirm, cancel, stop or check on a placement request.

Mobile CLETS
Send simple CLETS requests right from your iPhone.

Drug Test
Create a referral right from your iPhone.

Connection to Mobile ESCARS
Quickly link to the mobile Electronic Suspected Child Abuse Report System to add comments, view the suspected child abuse report, law enforcement findings, assigned detectives, police report numbers, assigned Deputy District Attorneys, and Superior Court Case numbers.

Head Start
Create a Head Start referral right from your iPhone.

Minute Order
Search for a minute order right from your iPhone.
(Minute orders from 1996 through August 2017)

Emergency Response Investigation Service (ERIS)
Access client information including arrest and conviction records, warrant information, detailed physical descriptors and aliases of adult clients right from your iPhone.
First Time Users:
Add Mobile Client Portal (MCP) App to iPhone Home Screen

The MCP App can be easily loaded on your iPhone.

1. Tap on the link below to add the MCP App to your iPhone’s home screen.
   https://mcp.dcfs.lacounty.gov

2. Once the MCP App is opened on your iPhone, tap on the “Share” button, and then tap on the “Add to Home Screen” icon.

3. Next, tap on “Add” at the upper right corner to have the MCP App created on the Home Screen.

4. Once the App has been added to the Home Screen, the next time you use MCP all you will need to do is to tap on the MCP App icon on your home screen.

Note: You may have to swipe to the right to see the Add to Home Screen.
Login

On the MCP Login screen, tap the Login button to log into MCP. See the next page for more details.

You may tap on the Welcome link to see “Online Resources”: the latest updates and instructions on using the App. Tap on an item to view it. Tap on the “MCP Login” button to go back to the login screen.

Non-CSW may have access to the MCP now.
If you are not a CSW and have secondary assignments to cases/referrals and need access to MCP, please submit an SMS request for a login access.

The “Reset Password” link provides an easy way to reset your Internet password in case you have forgot it. It redirects you to the ISD reset password utility.
After you tap on the Login button on the MCP Login screen (1),

- You’ll be taken to the Microsoft Sign in screen (2). Enter your DCFS email and tap on the Next button.
- On the LA County ISD sign in screen (3), enter your DCFS email address and your Internet password. Tap on the Sign in button.
- Then, you will get a challenge question screen (4). Answer your challenge question and tap on Continue button to log into MCP.

If you have used your device to log in to MCP before, instead of the Microsoft Sign in screen (2), you will see the Microsoft Pick an account screen with your DCFS email. Tap on your email address to continue onto the LA County ISD sign in screen (3). If the email address shown is not your account, tap on the “Use another account” to go to the Microsoft Sign in screen.

Note: Please remember that you are dealing with sensitive information on MCP. It is not a good practice to have your password saved and filled in automatically. If you have the AutoFill of “Names and Passwords” turned on in your iPhone settings, please turn it off.

For instructions on how to turn off the AutoFill, please see page 59.
First Time Users: Registration

If this is the first time you use the App, you will see a registration page with your name, employee ID, title, phone, and email address.

Scroll down to read the full Mobile App Terms and Conditions.

You need to accept the terms and conditions by tapping on “I Accept” before using the App. If you do not accept them, you will be brought back to the login page.
Application Usage Overview

Upon successful log in to the App, you will see the Home page.

If this is the first time you log in, or if there are new updates to the App since your last log in, a “What’s NEW!” message box will pop up, reminding you of new changes made to the app.

Tap on the “OK” button to close the message box and continue to use the app.
General Navigation

The Home page displays a “Welcome” title bar, icons for program access, a personal information box and a summary box.

The page title at the center of the title bar tells you where you are in the App.

The menu icon at the top left corner allows you to access other functions from anywhere in the App. You may tap on the icon and then tap on the menu item you want.

The MCP Resources menu icon at the top right corner allows you to view what is new to the app and instructions on how to use the app.

When you start to go to other pages, the back icon will appear on the top right corner beside the help menu icon. It allows you to go back to the previous page you have visited.
You may access the following functions by tapping on a menu item on the page:

- **[Your Name]** menu item or your name as a link in the personal information box to view your user info from CWS/CMS; to upload or delete your photo.
- **[Home]** menu item to return to this “Welcome!” page.
- **[Case]** menu item, or the Case icon, or the number after “Number of Primary Cases”, or the number after “Number of Secondary Cases” to access a list of your CWS/CMS cases. (See page 17.)
- **[Referral]** menu item, the Referral icon, or the number after “Number of Primary Referrals”, or the number after “Number of Secondary Referrals to access a list of your CWS/CMS referrals. (See page 21.)
- **[Notes]** menu item or the Notes icon to compose notes, attach picture, and send notes by email. (See page 25.)
- **[eForm]** menu item, or the eForm icon, or the number after “Number of Completed Form to create electronic DCFS forms, view them in PDF format, and email them. (See page 27.)
- **[KidPix]** menu item or the KidPix icon to view children’s photos on KidPix or upload new photos to KidPix. (See page 32.)
- **[FCSS]** menu item or the FCSS icon to log in to the Foster Care Search System (FCSS). (See page 15.)
- **[CLETS]** menu item or the CLETS icon to create California Law Enforcement Telecommunication System (CLETS) requests and to view status of responses. (See page 37.)
- **[DrugTest]** menu item or the DrugTest icon to create Drug Test referral. (See page 39.)
- **[ESCARS]** menu item or the ESCARS icon to access the mobile Electronic Suspected Child Abuse Report System (ESCARS). (See page 16.)
- **[Head Start]** menu item or the Head Start icon to access the mobile Head Start Referral System (Head Start). (See page 45.)
- **[Minute Order]** menu item or the Minute Order icon to access the mobile Minute Order. (See page 48.)
- **[ERIS]** menu item or the ERIS icon to access the Emergency Response Investigation Service. (See page 49.)
- **[Logout]** menu item to log out of Mobile Client Portal. (See page 16.)
You may access the following information by tapping on an item under the MCP resources menu:

- **[What’s NEW!]** item:
  to view a summary of updates to the MCP App.

- **[Add MCP to iPhone]** item:
  to view instructions on how to create an icon for the MCP App on iPhone.

- **[Video Clips]** item:
  to view video clips on how to use the MCP App.

- **[Head Start Development Videos]** item:
  to view video clips to show caretakers what Head Start does for children.

- **[User Guide]** item:
  to view this user guide.
User Information

You may view your user information from CWS/CMS by tapping on your name under “Menu” or inside the personal information box.

Tap on “Upload Photo” and you may take a photo of yourself with your phone or add a photo from your gallery. For instructions on adding a photo, see page 60.

Tap on “Delete Photo” if you want to remove the uploaded photo.

Your photo will show on the User Info page and the Home page.
FCSS Link

The MCP App allows quick access to the Foster Care Search System (FCSS) App. Just tap on the “FCSS” icon or tap on the menu icon and then the “FCSS” menu item, and you will be logged out of the MCP App and logged in to the FCSS App.
ESCARS Link

The MCP App allows quick access to the mobile version of the Electronic Suspected Child Abuse Report System (ESCARS). Just tap on the “ESCARS” icon or tap on the menu icon and then the “ESCARS” menu item, and you will be logged out of the MCP App and taken to the Caseload list with relevant suspected child abuse reports.

Logout and Time Out

You should log out from the MCP App after using it by tapping on the menu icon and the “Logout” menu item to prevent data from unauthorized access.

If you leave the App unattended for 15 minutes, a Time Out message with a 2-minute countdown will pop up to remind you:

You may tap on “OK” within 2 minutes to continue working with the App, or you may tap on “Cancel” to logout. If you do not take any action, the App will automatically log you out when the countdown is complete.
Case

For Continuous Service Workers: The number in the red circle next to the “Case” icon shows the number of CWS/CMS cases in your caseload.

If you have CWS/CMS cases, tap on the “Case” icon, and you will see a list of CWS/CMS cases assigned to you, organized in two tabs.

The “Primary Assg.” Tab of “Case List” lists your primary cases in the order of children names. Each case record shows these information:

- Child’s name and a service component type
- Case number
- Child’s date of birth
- Case start date
- Head Start Referral (for children under the age of 5)

Tap on a record to view the detail page of a CWS/CMS case.

If the list is too long, you may type in the search box part of a child’s name, and only records with child’s name matching the search will show.

Tap on “Secondary Assg.” Tab to see the list of your secondary cases. Come here directly by tapping on the number after “Number of Secondary Cases” on the home page. Tap on “Primary Assg.” Tab to go back to your primary cases.
For *Supervisors*: The number in the red circle next to the “Case” icon shows the total number of CWS/CMS cases in the caseload of Continuing Service Children Social Workers (CS CSW) under your supervision. If there are CWS/CMS cases, tap on the “Case” icon, and you will see the CS CSW List:

The “CS CSW List” lists all CSW with cases under your supervision in the order of workers’ names. Your name appears here if you have cases too. Each worker record shows these information:

- Worker’s name and number of cases assigned.
- Worker’s employee number
- Worker’s job title
- Worker’s office

Tap on a record to view the “Case List” as it is seen by the worker.

The flows of pages for the two roles are summarized in the diagram below:

If you have cases too, your name will be listed among CSWs under your supervision.
Case Detail Page

This page provides details of a CWS/CMS case. You may also create electronic forms and compose notes about the case.

**Notes**: for you to compose notes about your case, to attach pictures, and to email the notes to yourself and your supervisor.

**eForm**: for you to create electronic forms, to view submitted forms, to print them, and to email them.

**KidPix**: allows access to photos of the child in KidPix and easy updates.

**Head Start**: allows access to Head Start referral.

**Case Detail**: displays CWS/CMS case information.

**Child Detail**: displays child information.

**Birth Parent**: displays name, address, and phone number of Birth Father and/or Mother.

**Adoptive Parent**: displays name, address, and phone number of Adoptive Father and/or Mother.

**Presumed Parent**: displays name, address, and phone number of Presumed Father and/or Mother.

**Step Parent**: displays name, address, and phone number of Step Father and/or Mother.

**Alleged Parent**: displays name, address, and phone number of Alleged Father and/or Mother.

**Current Placement**: displays name, address, and phone number of current placement.

**Court Hearing**: displays scheduled hearing(s) for a child plus one most recent past hearing.

**School Detail**: displays name, address, and attending date of the school the child is attending.
Medical Exam: displays the child’s medical exam information.

Dental Exam: displays the child’s dental exam information.

Supervisor Contact: displays name, phone number, and email of the supervisor of a Worker. (A Supervisor will not see this section.) The supervisor’s contact info is pulled from the ISD Active Directory.

Notes on navigation helpers:

A zero means no information is available for the section.

Tap on a “+” to expand the contents in a section. (A “−” will then show.) For sections in a group (i.e., the parent/placement group), expanding one section automatically collapses other sections.

Tap on a “−” to collapse the contents in a section.

An exclamation mark in a red circle is an alert to the data of that section. For example: an alert to Medical Exam means missing or past-due date.

When a “>” shows up, you may tap it to view the detail page. For example: tapping on an address will show a map of the place.

For instructions on getting back from GPS navigation, see page 58.
Referral

For Emergency Response **Workers**: The number in the red circle next to the “**Referral**” icon shows the number of CWS/CMS referrals in your caseload.

If you have CWS/CMS referrals, tap on the “**Referral**” icon, and you will see a list of CWS/CMS referrals assigned to you, organized in two tabs.

The “**Primary Assg.**” Tab of “**Referral List**” lists your primary referrals in the order of referral names. Each referral record shows these information:

- Referral name
- Referral number.
- Received date.

Tap on a record to view the detail page of a CWS/CMS referral.

If the list is too long, you may type in the search box part of a referral name, and only records with referral names matching the search will show.

Tap on “**Secondary Assg.**” Tab to see the list of your secondary referrals. Come here directly by tapping on the number after “Number of Secondary Referrals” on the home page. Tap on “**Primary Assg.**” Tab to go back to your primary referrals.

For **Supervisors**: The number in the red circle next to the “**Referral**” icon shows the total number of CWS/CMS referrals in the caseload of Emergency Response Children Social Workers (ER CSW) under your supervision.
If there are CWS/CMS referrals, tap on the “Referral” icon, and you will see a list of ER CSW:

The “ER CSW List” lists all CSW with referrals under your supervision in the order of workers’ names. Your name appears here if you have referrals too. Each worker record shows these information:

- Worker’s name and number of referrals assigned.
- Worker’s employee number
- Worker’s office

Tap on a record to view the “Referral List” as it is seen by the worker.

The flows of pages for the two roles are summarized in the diagram below:

(If you have referrals too, your name will be listed among CSWs under your supervision.)
Referral Detail Page

This page provides details of a CWS/CMS referral. You may also create electronic forms and compose notes about the referral.

Referral Name: displays the name of the referral.

KidPix: allows access to photos of the child in KidPix and easy updates. (See more discussion on page 32.)

eForm: for you to create electronic forms, to view submitted forms, to print them, and to email them. (See more discussion on page 27.)

Notes: for you to compose notes about your referral, to attach pictures, and to email the notes to yourself and your supervisor. (See more discussion on page 25.)

Referral Detail: displays CWS/CMS referral information.

Child(ren) Detail: displays information of child(ren) under the referral.

Birth Mother: displays name, address, and phone number of Birth Mother and her child(ren).

Adoptive Mother: displays name, address, and phone number of Adoptive Mother and her child(ren).

Presumed Mother: displays name, address, and phone number of Presumed Mother and her child(ren).

Step Mother: displays name, address, and phone number of Step Mother and her child(ren).

Alleged Mother: displays name, address, and phone number of Alleged Mother and her child(ren).

Birth Father / Adoptive Father / Presumed Father / Step Father / Alleged Father: displays name, address, and phone number of the Father and his child(ren).
**Reporter Detail:** displays reporter information such as name and phone number of a reporter and name of a mandated reporter.

**Medical & Medication:** displays the child(ren)’s diagnosed health condition(s) and medication prescribed for the condition(s).

**Supervisor Contact:** displays name, phone number, and email of the supervisor of a **Worker**. (A **Supervisor** will not see this section.) The supervisor’s contact info is pulled from the ISD Active Directory. For instructions on updating a phone number in the ISD Active Directory, please see page 45.

**Notes on navigation helpers:**

- **(0)** A zero means no information is available for the section.
- **+** Tap on a “+” to expand the contents in a section. (“–” will then show.) For sections in a group (i.e., the mother group or the father group), expanding one section automatically collapses other sections.
- **–** Tap on a “–” to collapse the contents in a section.
- **>** When a “>” shows up, you may tap it to view the detail page. For example: tapping on an address will show a map of the place.

For instructions on getting back from GPS navigation, see page 58.
Notes

“Notes” is the easiest way to keep track of your thoughts and ideas. This page allows you to compose notes, attach pictures, and email notes to yourself and/or your supervisor.

We have an auto-save feature built into the App. If you have stopped typing text in the Notes field for 10 seconds, the App will automatically save your notes and your unfinished notes will remain in the App until you send it out.

Compose Notes from Home Page

You may compose notes on a case or referral that is not in your caseload or not yet shown up in the App. From the Home page, tap on the “Notes” icon and go to the Compose Note page.

<table>
<thead>
<tr>
<th>Notes</th>
<th>Child Name: enter a child’s name.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birthday: enter the child’s date of birth.</td>
<td></td>
</tr>
<tr>
<td>Gender: enter the child’s gender.</td>
<td></td>
</tr>
<tr>
<td>Notes: enter notes, up to 4000 characters. You may enter by dictation instead of typing on an iPhone. (See page 63)</td>
<td></td>
</tr>
</tbody>
</table>

Tap on the “Add Photo” icon to add a photo from the camera or photo gallery on your phone to send it as an attachment with your notes. (For instructions on adding a photo, see page 60.)

Tap on the “Delete Photo” icon to remove an uploaded photo from your notes.

Tap on the “Email” icon to email the composed notes with or without photo to yourself and/or your supervisor.

Note: By default, the “To:” field is filled with your email address, and the “CC:” field is filled with your supervisor’s email address.
Compose Notes from Case Detail or Referral Detail

You may also compose notes in a CWS/CMS case or referral caseload. In a focus child’s “Case Detail” or “Referral Detail” page, tap on the “Notes” icon to create notes for the case or referral. The case number or referral number is displayed with the child(ren) detail including name, date of birth, age, and gender.

Notes: enter notes, up to 4000 characters. You may enter by dictation instead of typing on an iPhone. (See page 63) Tap on the “Add Photo” icon to add a photo from the camera or photo gallery on your phone to send it as an attachment with your notes. (For instructions on adding a photo, see page 60.) Tap on the “Delete Photo” icon to remove an uploaded photo from your notes. Tap on the “Email” icon to email the composed notes with or without photo to yourself and/or your supervisor.

Note: By default, the “To:” field is filled with your email address, and the “CC:” field is filled with your supervisor’s email address.
**eForm**

The “eForm” page allows you to create DCFS forms electronically, view them in PDF format, and email them to yourself and/or your supervisor. You may access it by tapping on the “eForm” icon on the “Home” page, “Case Detail” page or the “Referral Detail” page.

**Access from Home Page, Case Detail, or Referral Detail**

An access from the “Home” page allows you to work on a case or referral that is not in your caseload or not yet shown up in the App. Tapping on the “eForm” icon will take you directly to the “My eForm” Tab.

For an access from “Referral Detail” and the referral has more than one child, you will be asked to select a child first. Tap on the record of a child to access his or her forms.

If a referral has only one child or for an access from “Case Detail”, as each case has only one child, you will be directed automatically to the forms of that child.

**My eForm Tab**

The “Form” page has two tabs: “My eForm” and “New eForm”.

If you access “eForm” from the “Home” page, “My eForm” tab will show all the DCFS forms you have created, together with the submitted date and time, whether they are created under Home Page access, under a case, or under a referral.

You may type in the search box to shorten the list.
If you access “eForm” from “Case Detail” or “Referral Detail”, “My eForm” tab will display information of the selected child and a list of DCFS form(s) that has been created and submitted on the child.

For an access from a case or a referral, My eForm tab consists of two sections:

- **Child Detail** section: displays child information including name, date of birth, age, gender, and the CWS/CMS case number or referral number.

- **Submitted Form** section: displays a list of DCFS form(s) that have been created and submitted on the child, together with the submitted date and time of the forms.

To view, print, or email a submitted electronic signature form, tap your selection from the “Submitted Form” section.

The content of the selected form is then displayed. You will usually need to scroll the form to see it completely. At its bottom, there are two icons:
Tap on the “PDF” icon to view the submitted electronic signature form in a PDF view. You may then print it if your device is connected to a printer.

Tap on the “Email” icon to email the submitted electronic signature form to yourself, your supervisor, or anyone. A dialog box will pop up to ask you for email addresses and comments.

For instructions on getting back from a PDF view, see page 57.

**New eForm Tab**

“New eForm” tab displays a list of DCFS forms that you can create and submit on a child. We have automated four DCFS forms with electronic signature capability.

### eForms

| eForms | 
|---|---|
| My eForm | New eForm |

- **DCFS 67B** – Consent to Interview a Child
- **DCFS 179* (Condensed Version)** – Parental Consent and Authorization for Medical Care and Release of Health and Education Records
- **DCFS 179-MH* (Condensed Version)** – Parental Consent for Child’s Assessment & Participation in Mental Health and/or Regional Center Developmental Services
- **DCFS 179-PHI* (Condensed Version)** – Authorization for Disclosure of Child’s Protected Health Information
- **DCFS 485** – Primary Language Designation Form For Parents/Legal Guardians/Children
- **DCFS 802** – Family Preservation Program (FPP) – Consent to Release and Exchange Information
- **DCFS 5649** – Indian Ancestry Questionnaire

*Note: worker is required to carry and present an original form to a client at the time of their signing a form.*
*Note:* For DCFS 179, DCFS 197-MH and DCFS-PHI forms, a worker is required to carry and present an original form to a client at the time of his or her signing it. The content of each form is too long, and it is difficult for a client to see everything on an iPhone. Therefore, we removed most content from the electronic forms, leaving only the signature fields for a client to do their eSignature.

If the list is too long, as we may have more forms in the future, you may type in the search box the form number or part of the name of the form, and only forms that match your searching criteria will show.

Once you tap on a form in the “**Form Name**” section, the content is displayed with some information related to the child filled in. Follow instructions on the form to edit and complete the information, sign at specified places, and tap on the “**SUBMIT**” button.

For example, if you tap on the form DCFS 67B, you will see the electronic form on the right.

These text boxes will be filled automatically with the names of the legal guardian and the child. Make sure they are correct and make necessary changes.

Fill in the blank text boxes.
(Scroll down to see the rest of the form.)

Sign in the signature box.

The date box will be filled automatically with today’s date, which may be changed when necessary.

Tap the check box if necessary, and fill in the date.

Sign in the signature box.

The date box will be filled automatically with today’s date, which may be changed when necessary.

Tap “SUBMIT” when the form is complete.
**KidPix**

The MCP App allows convenient access to KidPix. You may view existing children’s photos or upload new ones easily with your mobile device.

### Access from Home Page

Tap on the “KidPix” icon, and you will see a list of all existing children records, whether the children are in your caseload or not. Each record shows these information:

- Thumbnail of the most recent photo of the child
- Child’s name
- Case number
- Child’s date of birth
- Name of CSW on the case

At the bottom is the current page number and total number of pages. You may swipe up and down to see other records on the same page, and you may tap on “Next” and “Prev” to see records on other pages. Each page shows 15 records.

Since the list is very long, you will usually need to type in the search box part of a child’s name and only records with children’s name matching the search will show. The matching part is highlighted in red color.

If there are less than 15 matching records, the page navigation bar at the bottom will not show.

Tap on a record if you want to view existing photos of the child or to add new photos.
Access from Case Detail or Referral Detail

You may also access KidPix from within a CWS/CMS case or referral caseload. In a “Case Detail” or “Referral Detail” page, tap on the “KidPix” icon to view related KidPix records.

If it is a case, which has only one child, or if it is a referral having only one child, you will be directed to the child’s KidPix page.

If it is a referral having two or more children, you will be asked to select a child from a list to see the child’s KidPix page.
Operations within a KidPix Child Record

For each KidPix child record, you will have access to three pages: the “KidPix” tab, which is the main page, the “Add Photo” tab for adding new photos, and the Edit Info page for updating or deleting records.

**KidPix tab (main page)**

(Tapping on child’s record from Home Page access)

1. Edit info about the photo.
2. Tap on “Update & Replace Photo” to save edits and to change photo.
3. Tap on “Submit” to save edits.

(Tap on thumbnail or title link to edit or delete)

**Add Photo tab**

1. Fill in or edit info about the photo to be added.
2. Submit info entered and add photo from your mobile device.

(Tap on tabs to switch pages)

**Edit info page**

(Tap on child’s record from Home Page access)

1. Fill in or edit info about the photo.
2. Submit info entered and add photo from your mobile device.
3. Tap on “Delete” to remove this picture record.

(Access from the child’s case or referral)
“KidPix” Tab (main page)

Whether you are accessing from the Home Page, Case Detail or Referral Detail, the main page you will first see is the KidPix Tab. You may go back to this page from other pages by tapping on the “KidPix” tab. It has two areas:

- **Child Detail**: shows “Name”, “Date of birth”, “Age” and “Gender”.
- **Child Picture**: shows a list of records, each with a thumbnail of the child’s photo, “Title”, “Date picture taken”, “Description”, and whether “Picture is used in MissingKidsLA.com”.

You may tap on the thumbnail or the “Title” link of a record to see its detail page, to edit its information, to change its photo, or to delete the record.

You may tap on the “Add Photo” tab to add a new photo.

**Edit Info page** (detail page)

The detail page for editing info appears when you select a photo record. It shows a larger version of the child’s uploaded photo and information about the photo in editable boxes.

You may make updates and tap on the “Update & Replace Photo” icon to save them and to change the photo. (For instructions on uploading a photo, see page 60.)

You may make updates and tap on “Submit” to save them.

You may tap on the “Delete” icon to remove the current record from the child’s picture collection.

You may tap on the “KidPix” or “Add Photo” to go to the other pages without saving the changes.

**“Add Photo” Tab:**

The “Add Photo” page appears when you tap on the “Add Photo” tab. It allows adding a new record to the child’s photo collection in KidPix.

You may add info about the photo to be added and tap on “Submit & Add Photos” to save and add a photo. (For instructions on uploading a photo, see page 60.)

You may tap on “KidPix” to go back to the main page without saving.
Setting to Print a KidPix Page on a Desktop Computer

When you try to print a page of KidPix from a desktop computer, sometimes the child’s photo does not print. You can fix that by changing a browser setting.

Click “File → Print preview…” to preview printing. You may see the preview not showing the photo. (In case the “File” menu does not show on your browser, press the [Alt] button on your keyboard.) Click the “gear” icon on the “Print Preview” window as highlighted, and you will see the “Page Setup” dialog box.

Make sure the checkbox before “Print Background Colors and Images” is checked and click the “OK” button, and the child’s photo will show on “Print Preview” and will be printed. The browser will remember your setting, so you may not need to set it again the next time.
**CLETS**

“**CLETS**” is the mobile version of “CLETS Create Request” function in the Criminal Clearance Tracking System (CCTS). It allows you to send requests for criminal background checks for caregivers through the California Law Enforcement Telecommunications System (CLETs).

This mobile version allows you to create a simple CLETs request and receive the result in MY CLETs portion of the mobile app. The result is a snapshot similar to the email generated through CCTS. It provides a status of the result from the California Department of Justice (DOJ). To see the complete document, you will have to go into CCTS or your outlook email.

Tap on the “**CLETS**” icon, and you will see the CLETs page:

The “**Submitted CLETs**” tab allows you to see previously submitted CLETs requests. Tap on the button with a down arrow and you may select to see all requests up to 7 days old or up to 14 days old.

The “**Create CLETs**” tab allows you to create a new CLETs request.

To create a new CLETs request, tap on the “**Create CLETs**” tab and fill in these boxes:

- **Minor Name**: name of the child concerned.
- **Applicant First Name**: first name of the person to be checked.
- **Applicant Last Name**: last name of the person to be checked.
- **Applicant Birthday**: date of birth of the person to be checked.

Tap on the “**Submit**” button to submit the request.
The CLETS request will be created with a generic Case# 1111111. You will see a message “CLETS Request Submitted!”

The information of the Applicant are cleared, and you may submit another applicant for the same child.

To see the status of newly created requests, tap on “Submitted CLETS” and then select the date range from the drop down.

If the list is too long, you may type in the search box part of a child’s name, an applicant’s name, an applicant’s DOB or a submitted date, and only matching records will show.

For Supervisors: You will see a list of CSWs with the count of the number of CLETS requests. If you have created CLETS too, your name will be listed among CSWs under your supervision.

Tap on your name or the name of a CSW on the list to see the status of CLETS requests submitted by that person.
DrugTest

“Drug Test” is the mobile version of the Electronic Drug and Alcohol Testing Referral System. It allows you to electronically create and submit a drug test referral for a DCFS client, associated client, or client not in CWS/CMS to the DCFS Drug Testing Program. Once a referral is created, you may view the referral in an English or Spanish PDF. You can also view all test referrals you’ve submitted in the Test Referral Submitted Tab.

Tap on the “DrugTest” icon, and you will see two main Tabs, “CSW Caseload” and “Test Referral Submitted.” Tap on the “CSW Caseload” Tab you will see your “Caseload List.”

The Caseload List displays a list of the children in your caseload. If a child is not showing up on your Caseload List, you may add them in (see page 41.)

You can expand and collapse the lists by tapping on the list title or the + and -.

You can get back to your Caseload List at any time by tapping on the “CSW Caseload” tab located at the bottom left of the screen.
Next to the CSW Caseload tab is the “Test Referral Submitted” tab. Tap on this to get to your “Referral Submitted” list.

The Referral Submitted list displays a list of your submitted test referrals. This list is sorted with the most recently submitted test referral ordered at the top of the list. You can search through the list by using the Search field located at the top of the list.

Like with the CSW Caseload tab, the Referral Submitted list can be accessed at any time by tapping on the Test Referral Submitted tab.

Initially, the Referral Submitted list only displays the child name with the date and time the referral was created.

Tap on the referral or the to reveal additional information regarding the referral.

Likewise tap on the to collapse the referral back.

Tap on the to view the referral.

The Referral Submitted list shows up to 15 referrals per page. Tap on the Next and the Prev near the bottom of the screen to navigate through the pages of your Referral Submitted list.
To add a non-CWS/CMS child, tap on the “Add Child” tab at the top right of the screen and fill in the following fields:

- **Last Name**: last name of the child
- **First Name**: first name of the child
- **Birth Date**: birth date of the child
- **Gender**: gender of the child
- **Referral Number**: referral number of the child

Tap on the “Submit” button to add the child.
To submit a drug test referral, tap on the child’s name. You will then see the child’s information above the “Relative List.”

Tap on the appropriate relative’s to begin the drug test referral process.

If a relative is not showing up on the “Relative List,” you may add them in. You can search through the Relative List by using the Search field located at the top of the list.

To add a new relative, tap on the “Add Relative” tab located at the top right of the screen and fill in the following fields:

- **Last Name**: last name of the relative
- **First Name**: first name of the relative
- **Birth Date**: birth date of the relative
- **Gender**: gender of the relative

Tap on the “Submit” button to add the relative.

**Note:** An approval email will be sent to your supervisor for drug test referrals that are submitted for a Non CWS/CMS relative.
The selected relative’s information will be displayed at the top. Tap on the pencil icon to edit the Relative Client Information.

Answer the drug test referral questions, fill in all the required fields, and assign a Collection Site.

To assign a Collection Site, tap on the + Assign Collection Site and tap on the Select button to select a site from the list.

You can search for a collection site by using the search field above the list. Tap on the Map View to view the collection sites plotted on a map.

Tap on the “Submit” button to submit your drug test referral.

If the drug test referral was successfully submitted, you will see that a SEQ NO was created.

Tap on the SEQ number link to view or edit the drug test referral.

Tap on “Back to Relative List” button to go back to the list of relatives.
To view previous drug test referrals, select the appropriate child and relative and tap on Previous Tests’ + to expand list.

Tap on the drug test referral’s ▶ to view its details.

Within the drug test referral’s details, you can expand and collapse the Drug Test Detail and the Child Detail sections by tapping on the title or + and -.

To edit the details of the drug test referral, tap on the “Pencil” icon next to the Drug Test Detail heading.

**Note:** Only active drug test referrals can be edited.

To view the PDF of the drug test referral form, tap on the appropriate PDF icon for the English or Spanish drug test referral form.
Head Start

“Head Test” is the mobile version of the Head Start Referral System. It allows you to electronically create and submit a head start referral for children under the age of 5.

Tap on the “Case” icon, and you will see a list of CWS/CMS cases assigned you.

Any case that has a child under the age of 5 will have an additional row, Head Start Referral (Referred).

The Red text indicates that some action is needed and Green text indicates that no further action is needed unless you want to change the status.

To start or view a Head Start Referral, tap on a CWS/CMS case record.

Once on the Case Detail page, tap on the Head Start icon. If a Head Start Referral has not been made, you will see a Yes/No question on whether the Parent or Caregiver has given consent to the submission of an application for enrollment to Head Start.

If you tap Yes, additional fields for the Child and Caregiver information will appear. A primary contact number for the Caregiver is required. If you tap No, you have to select a reason why the child is not being referred to Head Start.

Below the question are Head Start Development video clips to show caretakers what Head Start does for children.

Tap on Child Info’s + to expand the section with the child’s information.

Tap the Submit button to submit referral.
If a Head Start Referral has already been made, you will see the date that the Referral was made to an agency as well as the Client, Placement, CSW, and Caregiver information.

Tap on + to expand each section.

Tap the Delete button at the bottom to delete the referral.

If the Head Start Referral has already been referred to an agency, but the family will not be continuing enrollment, you can choose to delete the referral by tapping on the Referred to Agency row or the and tapping the Delete button.

If you want to re-refer the case, you can tap the Family Continues Enrollment: No row or the and then tap the Re-Refer button.
If a Head Start Referral has already been submitted as No, you’ll see the reason why the case was not referred.

Tap the Delete button at the bottom to delete the referral.

You can also make a Head Start Referral by tapping on the Head Start icon from the Home screen. This will take you to a Search where you can search for children to referral.

To search, just start typing the child’s name in the search field. Any matching children will appear below the search field.

Tap on the child’s row or the to begin the Head Start Referral process.

The prime time for referring a child for enrollment in Head Start is early spring through summer (March to August).

You may still submit a referral outside the prime time, however the child may be put on a waiting list with priority – which means they would go to the top of the list and receive the next spot that opens.
Minute Order

“Minute Order” allows you to search and view minute orders from 1996 through August 2017. For minute orders from September 2017 onward, please use the Justice Partner Portal (JPP).

Tap on the “Minute Order” icon, and you will see a search field. Enter a court case number (CK##### or DK#####) and tap on the Search button.

After tapping on the Search button, any matching results will appear below the search button in the Court Hearing Information section.

Tap on the row or the to load the minute order (PDF) for the particular hearing date.
Emergency Response Investigation Service (ERIS)

“ERIS” allows investigating Emergency Response CSWs to view information from a CWS/CMS Referral Client’s Consolidated Criminal History Records System (CCHRS) RAP Sheet (if client has such history). ERIS is an investigative tool making use of the Los Angeles County’s Countywide Master Data Management (CWMDM) effort to reduce duplicate records in departmental databases to increase the accuracy and usefulness of data within and between agencies, establishing a countywide Master Person Index.

**Note:** In addition to application training, **ALL** Users of ERIS, prior to their first use, shall be required to take a security training and sign a security form which must be maintained by DCFS.

Tap on the “**ERIS**” icon, and you will see the ERIS My Referrals page. Tap the button on the top right corner to bring up a menu.

**Search** – Users can search their assigned Referrals by entering the 19-digit CWS/CMS Referral number and tapping on the Submit button. Users may only search for referrals assigned to them. CSWs/SCSWs may search for those referrals assigned to another CSW only as part of a temporary duty assignment requiring such search to assist a colleague. The Los Angeles County Sheriff’s Department (LASD) will receive an ERIS-generated email whenever a CSW searches for a referral.

**My Referrals List** – A hyperlinked list of the CSW’s assigned Referrals will be shown and each Referral listed includes the Mother’s Name, Referral Response type (IR, 5D), the CWS/CMS Referral Number, and the Date of the Referral. Tapping on a Referral link will take the User to a page displaying clients associated with the Referral selected. SCSWs will be presented with a list containing the hyperlinked Referrals of all open Referrals assigned to their staff.

Referrals may not appear in the database until the following morning.
After tapping on a Referral or searching for a Referral number, the CSW will be presented with the Associated Persons page.

**Associated Persons** – Card(s) of persons associated with the current Referral will be displayed with their Name, Date of Birth, Gender, Relationship, and Address. This information regarding Referral clients comes from the DCFS Datamart database, which is then cross-checked with the CWMDM, with resulting Associated Person cards presented. In this way, clients previously associated with the current Referral will also be displayed, even if not listed on the current Referral, and even if the client has never been listed as a Suspected Perpetrator in a DCFS child abuse or neglect Referral previously.

The Associated Persons page opens initially to the Associated Persons tab, and a Search Button is provided to do a Person Search. A Saved Persons tab is provided in order to save a client record for easy searching for that record in the future. Search results are not saved in ERIS; Users may initiate Referral searches as often as they wish, and if a Person has previously been saved when that Referral was open in ERIS, that client card will appear under Saved Persons when the User searches for and opens the Referral in the future.
On Associated Persons page, tap on the person’s card to get to the Person Details page.

**Person Details** - Tap on the person’s card to get to the Person Details page. CSWs may tap on the Save Button for later retrieval of this client information. The Person Details Page also contains fields for Client Name, Address, Birthdate.

Tap on the bar to expand the Client Demographic Information, Client DCFS Referral History and DCFS Case History sections. Tap the bar again to collapse the section.

Tapping on the Client Demographic Information link opens up a section displaying the client’s Phone Number (if available); Relationship to Referral clients; and the Source System (CWMDM Agency Source). While Social Security Number and Driver’s License information fields are in ERIS, this data is not available in ERIS.

Tapping on the DCFS Referral History link or DCFS Case History link will open a concise history of Referrals by Mother’s Name and includes Referral Number, Referral Response Priority, Referral Received Date, and End Date. Case Start and End Dates and Case ID are also provided.
From the Person Details Page, when the CSW wants to do a background search on the Person in focus, tap on the Menu icon on the top right of the page. From the menu that appears, tap on Person Search.

**Person Search** - The CSW must enter the client Person’s First Name, Last Name and Date of Birth **ONLY**. No additional information is to be entered into ERIS.

In Phase One of ERIS, only two types of Person Search are available: Search County Department History, or Search Client Criminal History. Search County Department History returns the history of services by County Departments to that client by date. Search Client Criminal History checks the CCHRS database and if any possible client criminal history is found, client cards are returned with confidence level scores prior to the CSW obtaining the CCHRS search results.

To **Search County Department History**, after entering the client’s First Name, Last Name and Date of Birth, tap on the Search County Department History button returns scored cards which may be the client you are searching for. Scores above 75 may be the correct client; scores above 90 typically are the correct client.

Tapping a Person’s card returns details about that client and their history of contact with County Departments.
After entering the client’s name and date of birth on the Person Search Page and tapping on the Search Client Criminal History, ERIS will search the CCHRS database. If no records matching your search criteria are found, ERIS returns a message that no record was found; if a record is found with high confidence levels (scores of 75 and above, which according to LASD typically are the client), ERIS returns the CCHRS Search Results Page. Tap on the card with the highest confidence level score first.

After tapping on a CCHRS Search Results Person Card, ERIS returns a link to review the client’s CCHRS Criminal History. Tap on the CCHRS Criminal History - Client Name to view the client’s RAP Sheet data. The page is headed by a Summary label, under which are sections for Bookings/Convictions; Juvenile; Warrants; Probations; ICE; Gang Memberships; Alerts; LE Demographic Information; and Registrations.

**Note:** It is this event actually submits the criminal background check; only tap to search CCHRS if you are confident about the client’s identity as an Associated Person on the current Referral). All searches of CCHRS are logged by the Department of Justice and may be audited at any time.
Tapping on the Convictions Button/section opens up information about that client’s criminal convictions. CCHRS uses the abbreviations AC for Arrest Charge and FC for Filed Charge. In ERIS, criminal AC and FC incidents are grouped and denoted by bolded text and are separated by lines between the incidents.

Tapping on the fields under Bookings/Convictions opens up additional information about the Arrest Charge (AC) or Filed Charge (FC), as well as the Arresting Agency.

In order to see the Arresting Agency, tap on bolded Filed Charge to open content. Tap outside of theFiled Charge box, then tap back on it again to open the additional light-shaded Arresting Agency information. Use these same steps in each section to view Arresting Agency information. Also, tap on Pending Cases and Other Cases to see if any content is available.
In addition to Arrest Charge, Filed Charge and Arresting Agency information, ERIS also returns limited information on:

- **Juvenile:** Sustained and Dismissed Petitions
- **Warrants:** Bench, Arrest and Infractions
- **Probations:** Open and Expired
- **Gang Memberships:** Listed
- **Alerts:** Includes Warrants
- **LE Demographic Information:** AKAs
- **Registrations:** Drug Related; Sex Crime

Tapping on the LE (Law Enforcement) Demographic Information field opens up additional information including physical descriptors, AKAs, Dates of Birth used, Scars and Tattoos, Addresses and Birthplaces. Registrations are also displayed.

All ER CSWs using ERIS must follow all departmental guidance and policy with regard to conducting ER Referral investigations. ERIS is an information source which will inform and enhance investigations, and ERIS should be used prior to the CWS’s initial face-to-face contact with a Referral family, as important child safety and worker safety information may be identified. Once in the field, ERIS may be used on County-issued mobile devices to do background checks on adults residing in the home not listed in the Referral. Results from ERIS should be part of any casework discussion between a CSW and his/her supervisor, and should be documented in the CWS/CMS Contact Notebook or Case Notes, as appropriate.
Updating Phone Numbers in the ISD Active Directory

From the “LAKids” web page:
Select “MySelfService” from the Computer Support Section.

On the “Cherwell Service Management” sign-in screen:
Click on the “Password and Account Management System (PAMS)” link.

On the “Password & Account Management System” screen:
Click on the [Update My Phone Number] button.

At “Authentication”:
Enter your employee number and Internet password to log in.
Click [Next] to continue.

At “Update Phone Info”:
Enter your correct phone number(s) and click [Next].

You are done with the update. Click [Finish] to end the update process.
Operations of iPhone

The Mobile Client Portal is a web application. On your iPhone, it usually runs on “Safari”. In case you are interrupted by other apps or are brought back to the home screen, you may continue to use it by tapping on the “Safari” icon.

Within the MCP App, the “PDF” and “GPS” functions open a new page or a new app. The following sections are instructions on how to get back to the MCP app.

From PDF Back to MCP App (Switching Page within Safari)

If you tap on the PDF icon at the end of a form, you will open the form in PDF format, which will be shown in a new browser page, which does not have any back button.

To close the PDF page, you need to tap on the icon at the bottom right corner. Multiple pages will be shown, and you may close the PDF page by tapping on the “×” of the page. Tap on the page you are working on or press “Done” at the bottom right corner to continue working with the MCP App.
From GPS Back to MCP App (Switching from Maps to Safari)

If you tap on “Open in GPS” when you view a map in the MCP App, you will open the navigator on your iPhone, usually the default “Maps” app.
To go back to work on MCP, you may tap on “Back to Safari” on the top left corner, or you may close the “Maps” app to save system resources on your iPhone. Double-click the “Home Button” and swipe up the unwanted apps.

Double-click the Home Button to show the apps screen.

Swipe up the unwanted “Maps” app.

Tap on the MCP app to continue working.

**Turn off iPhone’s AutoFill for Names and Passwords**

You are dealing with sensitive information on MCP. It is not a good practice to have your password saved and filled in automatically. Please turn off the AutoFill of “Names and Passwords” in your iPhone Safari settings by tapping on the following: Settings Icon > Safari > AutoFill. Toggle off the Names and Passwords.
Uploading/Adding Photos to MCP App

The App allows uploading your photo or adding children’s photos. If you tap on the “Upload Photo” button or the “Add Photo” icon, a dialog box will pop up to ask you whether you want to “Take Photo” with the iPhone camera or pick a photo from your “Photo Library”.

If you select “Take Photo”, the iPhone may ask you to grant Safari access to your camera if you have not done it before. Tab “OK” to allow access. (You will not be asked again the next time you take a photo.)

The small camera icon on the top right corner allows switching between the two cameras: one on the back of iPhone convenient for taking photos of children, and another on the front convenient for taking a photo of yourself.
If you take a photo from “Notes”, it will be uploaded as a child photo.

If you take a photo from “User info”, you will see your photo uploaded to the user info page and the home page:

**Note:** We recommend that you take the photo in the “portrait” orientation, which means holding your iPhone **upright**. Photos taken in the “landscape” orientation with your iPhone held sideways will be rotated when you upload the picture.
If you select “Photo Library”, you will need to browse the gallery to pick the photo you want. You may see all the photos you have taken before by selecting “Camera Roll” in your “Photo Library”.
Dictation into Notes

The iPhone has a voice recognition system, which enables Siri, and also allows you to enter text by dictation wherever you can type. That feature is particularly useful when you enter notes for your cases and referrals.

To start dictation, tap on the microphone key 🎤 on the onscreen keyboard.

Note: because of the auto-save feature, dictation will stop if you do not speak for 10 seconds. Tap again at where you want to enter text and then tap on the microphone key to continue dictation.
You may dictate punctuation, signs, or format by saying it. The following is a list of iPhone dictation commands:

<table>
<thead>
<tr>
<th>Punctuation</th>
<th>Result</th>
<th>Currency</th>
<th>Result</th>
<th>Mathematical</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>apostrophe</td>
<td>’</td>
<td>dollar sign</td>
<td>$</td>
<td>equals sign</td>
<td>=</td>
</tr>
<tr>
<td>open bracket</td>
<td>[</td>
<td>cent sign</td>
<td>¢</td>
<td>greater than</td>
<td>&gt;</td>
</tr>
<tr>
<td>close bracket</td>
<td>]</td>
<td>pound sterling sign</td>
<td>£</td>
<td>less than sign</td>
<td>&lt;</td>
</tr>
<tr>
<td>open parenthesis</td>
<td>(</td>
<td>euro sign</td>
<td>€</td>
<td>minus sign</td>
<td>–</td>
</tr>
<tr>
<td>close parenthesis</td>
<td>)</td>
<td>yen sign</td>
<td>¥</td>
<td>multiplication sign</td>
<td>×</td>
</tr>
<tr>
<td>open brace</td>
<td>{</td>
<td></td>
<td></td>
<td>plus sign</td>
<td>+</td>
</tr>
<tr>
<td>close brace</td>
<td>}</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>open angle bracket</td>
<td>&lt;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>close angle bracket</td>
<td>&gt;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>colon</td>
<td>:</td>
<td>cross-eyed</td>
<td>XD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>comma</td>
<td>,</td>
<td>laughing face</td>
<td></td>
<td></td>
<td></td>
</tr>
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<td>roman numeral</td>
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Contact Us

The Mobile Client Portal (MCP) App was designed and developed by the Application Development team in the Business Information Systems (BIS) Division.

Your feedback and suggestions are important to us. They help us build a better, more efficient application that meets your needs. If you have questions or comments about this application, please do not hesitate to give any one of us a call.

<table>
<thead>
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</tr>
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