



# FAMILY CENTERED SERVICES

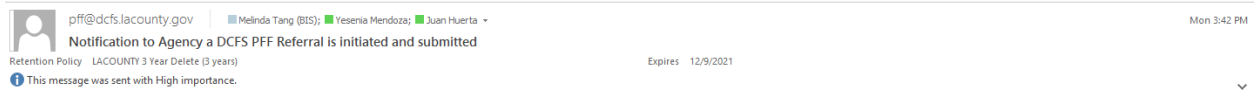
## HOW TO INFORMATIONAL SHEETS

**How to update the status of a  
PFF Referral by the Agency**



## HOW TO INFORMATIONAL SHEET

- When a PFF referral has been assigned and submitted by the CBL Designee to the Agency, the following e-mail will be generated:



Dear PFF Agency Representative:

A new PFF Referral was submitted on 12/10/18 03:41PM and is in your FCS System Inbox awaiting your review. The PFF Referral request number is 5013383.

Thank you in advance for your attention to this referral and have a wonderful day.

\*\*\*Do not try to reply to this email because the "From" address is not an active email box.\*\*\*

CONFIDENTIALITY NOTICE: If you have received this message in error, be advised that any review, disclosure, use, dissemination, distribution, or reproduction of this message or its contents is strictly prohibited. Please notify P&A unit immediately by reply email that you have received this message in error, and destroy this message, including any attachments.

- After the Agency receives the notification they are to click on the FCS Public URL:
  - <https://fpp.co.la.ca.us/logon.aspx?ReturnUrl=%2f> ←
- The Agency representative then enters their User Name + Password.
- Once the credentials have been entered the Agency representative clicks the login button.

**Family Centered Services**

Department of Children & Family Services  
County of Los Angeles

For LA County Employees:  
Please use your LA County  
Internet Username & Password to login

Username:  
Pffs3

Password:  
.....

Login

• [FCS Training Resources](#) • [Reset password for LA County Employees](#)



## HOW TO INFORMATIONAL SHEET

### • Agency Update Screen

- The Agency representative can search for a specific referral by entering information on the search screen parameters and by clicking on the search button.
- The Agency representative can also filter search records by the referral activation status:
  - Final Referral Status Pending – PFF referral has been submitted to the agency and the Final Referral Outcome (Accept/Decline/Unable to Contact) is pending.
  - Active – Family has accepted PFF services and Case termination date is pending.
  - All – PFF Referral with any status.

**Family Centered Services**  
County of Los Angeles Department of Children and Family Services

Elvia Torres

PFF | **Update** | Logoff

Agency Update PFF Referral

**Search Criteria**

Activation Status: ☒ Final Referral Status Pending ☐ Active ☐ All

Agency: S3 SPIRITT Family Services (SPA 3)

PFF Number:  State ID/Serial #:

Case Last:  Case First:

Creation Date From:  Creation Date To:

Service Start Date From:  Service Start Date To:

CBL:  Office:

Child Last:  Child First:

Assign Date From:  Assign Date To:

Term Date From:  Term Date To:

Search Clear

- Hovering the mouse over each label will display a pop-up box describing each status.
- The Agency representative can also see a list of PFF referrals.
  - The Agency representative will only be allowed to view referrals assigned to the Agency.

Click on the PFF # to access the detailed referral information.

PFF#	Case Name	State ID Number	Child Name	CBL Name	Create Date	Assign Date	Service Start Date	Term Date	Office	Agency Name
<a href="#">5013384</a>				CONTRERAS, RODRIGO	12/13/2018	12/13/2018			El Monte	SPIRITT Family Services (SPA 3)
<a href="#">5013385</a>				AYALA, VANESSA	10/04/2018	10/04/2018			Belvedere	SPIRITT Family Services (SPA 3)
<a href="#">5013321</a>				PEREZ, EVANGELINA	10/05/2017	10/05/2017			Glendora	SPIRITT Family Services (SPA 3)
<a href="#">5013306</a>				PEREZ, EVANGELINA	09/29/2017	10/04/2017			Glendora	SPIRITT Family Services (SPA 3)
<a href="#">5013303</a>				CONTRERAS, RODRIGO	09/28/2017				El Monte	SPIRITT Family Services (SPA 3)
<a href="#">5013300</a>				KLONSKY, JENNIFER	09/28/2017				Pasadena	SPIRITT Family Services (SPA 3)
<a href="#">5013291</a>				PEREZ, EVANGELINA	09/27/2017	09/28/2017			Glendora	SPIRITT Family Services (SPA 3)
<a href="#">5013290</a>				CONTRERAS, RODRIGO	09/27/2017				El Monte	SPIRITT Family Services (SPA 3)

\*\*\*Click on the blue PFF Referral Number from the search results to access record.





## HOW TO INFORMATIONAL SHEET

### • PFF Referral

The referral submitted to the Agency will display and the Agency representative will have the ability to view and print the PFF 802 form. The Agency representative will also have the ability to update the following sections:

- Initial Engagements Efforts
- Agency Information
- Adults in Home
- Child Information

**Family Centered Services**  
County of Los Angeles Department of Children and Family Services

Elvia Torres

[PFF](#) [Utility](#) [Logoff](#)

Agency Update PFF Inquiry

REFERRAL INFORMATION

PFF Number	SPA	Office	CSW	SCSW	Assigned Date
5013384	3	El Monte	Tran, Hoaiphuong 626-258-2044 tranh2@dcfs.lacounty.gov	Lopez, Monica 626-455-4643 lopezms@dcfs.lacounty.gov	12/13/2018

INITIAL ENGAGEMENT EFFORTS

Contact Attempts by Telephone:  
1st Attempt Date:  Contact Status:  2nd Attempt Date:  Contact Status:  3rd Attempt Date:  Contact Status:   
Contact Attempt F/T/F:   
F/T/F Date:  Contact Status:

Final Referral Status:   
Agency Service Start Date:  Agency Number:  Termination Date:  Reason:

AGENCY INFORMATION (4000 characters)

You can proceed with creating the PFF referral once eligibility criteria is established.  
Please Note: PFF eligibility requires the family to either have a child age 0-5 or for a parent to be pregnant, and the SDM level must be High or Very High.

• Does the Family include at least one child 0-5? ☒ Yes ☐ No

• Is a parent pregnant? ☒ Yes ☐ No

• What is the SDM Level? ☒ Very High ☐ High ☐ Moderate ☐ Low

\* Case Name:  CSW Alternate Phone:  SCSW Alternate Phone:   
CBL/PFF Designee Name:  CBL Phone: 626-229-3742 CBL Fax: 626-397-9169

PRIMARY CAREGIVER

\* Caregiver Name:  \* Primary Language:  \* Phone:  Alternate Phone:   
\* Address:   
\* Caregiver Relationship to Child:

AGENCY ASSIGNMENT

Agency Name

SPIRITT Family Services (SPA 3)

ADULTS IN HOME

	Last Name	First Name	DOB	Gender	Relationship	Ethnicity	Language
<input type="checkbox"/>				F		Hispanic	English
<input type="checkbox"/>				F		Hispanic	English
<input type="checkbox"/>				F			English
<input type="checkbox"/>				M		White*	English
<input type="checkbox"/>				M		Hispanic	English

CHILD INFORMATION

	Last Name	First Name	DOB	Age	Gender	Relationship	Open DCFS
<input checked="" type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							



## HOW TO INFORMATIONAL SHEET

### FAMILY FUNCTIONAL STRENGTHS (4000 characters):

new referral

4000 Characters limit

### ISSUES CURRENTLY IMPACTING THE FAMILY

\* Select: ☒ Attachment-Bonding ☐ Sexual Abuse ☐ Poverty  
☒ Domestic Violence ☐ Substance Abuse ☐ Other  
☐ Mental Health ☐ Physical Abuse  
Please specify if "Other" selected: (30 characters): \*

### FAMILY UNDERLYING NEEDS (4000 characters)

new referral

4000 Characters limit

### PRELIMINARY ASSESSMENT OF THE PROTECTIVE FACTOR(S) THAT THE FAMILY MAY WANT TO ADDRESS

\* Select: ☒ Parental Resilience ☐ Concrete Support in Times of Need ☐ Economic Development Services  
☒ Social Connections ☐ Social and Emotional Competence of Children ☐ Social and Emotional Competence of Adults  
☐ Knowledge of Parenting and Child Development

### PRELIMINARY ASSESSMENT OF SERVICES THAT MAY BE HELPFUL IN ADDITION TO HOME VISITATION

\* Select: ☒ Child Care ☐ Parenting Education ☐ Linkage Services: Special Education/IEP  
☒ Concrete Supports (food, clothing, emer. housing, etc) ☐ Social Network SSI (adult physical/psychiatric disability income)  
☐ Domestic Violence Treatment ☐ Substance Abuse Treatment Substance Abuse Assessment & Treatment  
☐ Family Structured Activities ☐ Therapy 12- Step Group  
Transportation  
Other

### ADDITIONAL INFORMATION (4000 characters)

new referral

4000 Characters limit

### UPLOAD SUPPORTING DOCUMENTS

Upload Redacted Investigation Narrative, SDM and 802

The DCFS 802 can be found here: <http://lakids.dcfslacounty.gov/DCFS/forms/index.htm> or on the DCFS Mobile Client Portal found here:

<https://mcp.dcfslacounty.gov/Welcome.html>

Upload Documents:

(max file size is 5MB)

Browse...

Upload

	Name	Description	Created By	Updated By
<a href="#">Add/Update desc</a> <a href="#">Delete</a>	<a href="#">Principal Information System Analyst list.pdf</a>		Huerta, Juan (12/10/18 03:41PM)	Huerta, Juan (12/10/18 03:41PM)

Submit

Cancel

View PFF 800









## HOW TO INFORMATIONAL SHEET

### • Initial Engagement Efforts



The Agency is required to make 3 telephone contact attempts to the family and 1 face-to-face contact attempt. The agency can enter this information by selecting the calendar icon and the contact status dropdown.


#### INITIAL ENGAGEMENT EFFORTS

Contact Attempts by Telephone:

1st Attempt Date:   Contact Status:   2nd Attempt Date:   Contact Status:   3rd Attempt Date:   Contact Status:  

Contact Attempt F/T/F:

F/T/F Date:   Contact Status:  



### • Final Referral Status

Once the family is engaged or engagement efforts are exhausted the Agency is required to select “Final Referral Status” from the dropdown to complete the referral process. Each dropdown selection once submitted will **trigger an e-mail notification**.

Final Referral Status:  

Agency Service Start Date:  

Agency Number:

Termination Date:  



- If the Agency selects “Accept”:
  - The Agency Service Start Date will become enabled. The Agency representative will enter the date that the family signs intake paperwork.
  - Once PFF services are completed, the Agency representative will enter the termination date.
- If the Agency selects “Declined” or “Unable to Contact”:
  - The Agency Service Start Date will become disabled.
- The Agency representative will:
  - Enter the Termination Date.
  - After entering the Termination Date, the Reason dropdown will display. The Agency representative will enter a reason for terminating the referral.

**Please Note:** Once Data is entered and the Agency updates the referral, the record will be locked.

Final Referral Status:  

Agency Service Start Date:  

Agency Number:

Termination Date:  

Reason:  





## HOW TO INFORMATIONAL SHEET

- **Agency Information Section**

- Enter relevant information regarding initial engagement efforts and/or case termination.

### AGENCY INFORMATION (4000 characters)

→ Agency contacted family and they accepted services. Initial home visit scheduled for 2/10/2019.

- **Adults and Children in Home Sections**

- The Agency will have the ability to select additional Adults and Children that have been identified in the Home. Click on the checkbox if they are to be included in this referral.

### ADULTS IN HOME

	Last Name	First Name	DOB	Gender	Relationship	Ethnicity	Language
<input type="checkbox"/>				F		Hispanic	English
<input type="checkbox"/>				F		Hispanic	English
<input type="checkbox"/>				F			English
<input type="checkbox"/>				M		White*	English
<input type="checkbox"/>				M		Hispanic	English

### CHILD INFORMATION

	Last Name	First Name	DOB	Age	Gender	Relationship	Open DCFS
<input checked="" type="checkbox"/>							<input type="checkbox"/>
<input type="checkbox"/>							<input type="checkbox"/>
<input type="checkbox"/>							<input type="checkbox"/>

- If the Agency selects the Final Referral Status as either “Decline or Unable to Contact” along with the Termination Date and Reason without entering any Initial Engagement Contacts, the application will generate the following message when the User clicks on “Submit”.

Message from webpage

? You have not entered any Initial Engagement Efforts, do you still want to continue?

OK Cancel

- Clicking on OK will save the changes and complete the PFF Referral.
- Clicking on Cancel will navigate the Agency Staff back to the screen to allow for modification of the data.



## HOW TO INFORMATIONAL SHEET

- Once the referral form is submitted, a green message will display (**Updated PFF Referral #: XXXXXX submitted successfully**).



***PFF Referral #: 5013390 submitted successfully***

- Once the termination date is submitted, the record will be locked and no longer editable.