



**County of Los Angeles  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

425 Shatto Place, Los Angeles, CA 90020

**ANTONIA JIMÉNEZ**  
Acting Director

April 25, 2011

TO: Supervisor Michael D. Antonovich, Mayor  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe

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FROM: Antonia Jiménez  
Acting Director

**ELECTRONIC SUSPECTED CHILD ABUSE REPORTING SYSTEM (E-SCARS)  
INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA)  
WORK ORDERS FOR FINAL DEVELOPMENT AND ENHANCEMENTS**

This is to notify your Board of our intent to request the Internal Services Department (ISD) to amend E-SCARS Project Work Order (WO) 10-1182 with CAL2CAL Corporation by extending the WO to December 31, 2011, and increasing the WO amount by \$100,000. The additional cost of this extension will bring the total cost of WO 10-1182 to \$641,179.

The E-SCARS project is fully funded by a \$2,000,000 grant approved on May 2, 2005, by the County of Los Angeles Quality and Productivity Commission. Phase I of E-SCARS was limited to the Los Angeles County Sheriff's Department, and phase II expanded the use of E-SCARS to all independent law enforcement agencies within Los Angeles County. This has allowed the Department of Children and Family Services (DCFS) and Law Enforcement Agencies the ability to track "Suspected Child Abuse/Neglect Reports" (SCARs) electronically, and facilitate the District Attorney's statutory oversight function of cross-reporting. The final phase of the E-SCARS project will complete necessary development and enhancements to the system in order to make features fully operational. The final development and enhancements will make all SCARs information contained in the Child Welfare System/Case Management System (CWS/CMS) available to all users. This is critical to allow E-SCARS to extract all SCARs information from CWS/CMS, dating back to 1997, when SCARs was implemented.

In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000. Initially the E-SCARS project included three (3) WOs, 10-1182, 10-1183 and 04-854. A Board Memo was submitted on April 2, 2007, at the onset of the E-SCARS

project (phase I), and the cost was \$600,000. Phase II brought the project cost to \$1,200,000 and a Board Memo was submitted on March 12, 2009. These costs encompassed all three WOs for the E-SCARS project. WOs 10-1183 and 04-854 have been completed and terminated. This new request is to extend existing Work Order 10-1182 to complete the final development and enhancements to the system, which will bring the total costs for the E-SCARS project to \$1,300,000.

## **BACKGROUND**

E-SCARS complies with the California law that requires children's services agencies and law enforcement agencies to "cross-report" certain allegations of child physical and sexual abuse to each other and to the District Attorney by using the state-mandated SCARs form.

In addition, the Child Abuse and Neglect Reporting Act (Penal Code § 11164 et. seq.) imposes a mandatory duty on certain classes of individuals (e.g., physicians, teachers, coroners, clergy members) to report suspected allegations of child abuse and also creates a mandatory duty on the part of law enforcement to investigate these allegations. The ability of law enforcement to respond effectively is directly tied to the accuracy and timeliness of the reports they receive. Thus, delays in the cross-reporting process impede law enforcement's response, potentially endangering children's lives and creating liability for DCFS and the County.

We have completed the development, testing and implementation of E-SCARS, which provides electronic SCARs documents between DCFS and Los Angeles County Sheriff's Department and independent law enforcement agencies within Los Angeles County. It also offers a web application that tracks and monitors the status of SCARs and promotes data sharing between County departments and other law enforcement agencies in Los Angeles County.

## **SCOPE OF WORK**

Under the supervision of the County Project Managers, this contractor will support the Department in the successful final development and enhancement of E-SCARS.

Below is an outline of some duties and tasks that are included in the enhancements to E-SCARS:

- Eliminate Re-Route for LAPD.
- Allow only one Re-Route per SCAR.
- Change default "Crime Suspected" for LEA-Generated SCARs.
- Allow for saving of all comments.
- Add DA Comments Box.
- Add CSW Comments Box.
- Create SCAR forwarding functionality between law enforcement agencies.
- Update Reports to include new category.

- Add fatality case indicator in the system and allow searching and reporting by the indicator.
- E-mail alerts on all Sensitive or Child Fatality SCARs.
- Creation of a "Discrepancy Report" which will alert law enforcement and DCFS when their findings are discrepant.
- Add Comment Box for CPH to use at time of Re-Submission.
- Ability to sort Associated SCARs by criteria matched.
- Update and modernize look and feel of application's pages and reports.

## JUSTIFICATION

The work order amendment is necessitated by the need for continued use of the technical skills of the contractor until the completion of the final development and enhancement of the E-SCARS project, and to provide knowledge transfer to DCFS staff.

The current contract developer is most familiar with the highly complex business needs and the technology used for the development of phase I, phase II and for final development and enhancements. It is imperative to retain this knowledge through the completion of the project. With the continuation of the contract that DCFS has with the existing work order, we can maintain and ensure the systems integrity and success.

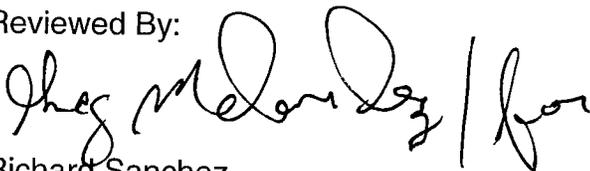
## FISCAL IMPACT

The total cost of the development of the E-SCARS application will be fully funded by a \$2,000,000 grant approved by the County of Los Angeles Quality and Productivity Commission.

## CLOSING

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to extend the subject Work Order. Unless we receive instruction not to proceed, in two weeks time, we will request ISD to proceed with executing the extension of the Work Order. If there are any questions regarding this request, please contact me at (213) 351-5600, or your staff may contact Cecilia Custodio, Division Chief, Business Information Systems at (562) 345-6607.

Reviewed By:



Richard Sanchez  
Chief Information Officer

AJ:CC

PJ:pd

c: Chief Executive Officer  
Executive Officer, Board of Supervisors