



# County of Los Angeles CHIEF EXECUTIVE OFFICE

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September 21, 2010

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, CA 90012

## ADOPTED

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

12 September 21, 2010

*Sachi A. Hamai*  
SACHI A. HAMAI  
EXECUTIVE OFFICER

Dear Supervisors:

### APPROVAL OF MEMORANDUM OF AGREEMENT WITH THE LOS ANGELES POLICE DEPARTMENT FOR PARTICIPATION IN THE FAMILY AND CHILDREN'S INDEX (ALL DISTRICTS AFFECTED) (3-VOTES)

CIO RECOMMENDATION: APPROVE (X) APPROVE WITH MODIFICATION ( )  
DISAPPROVE ( )

#### SUBJECT

Authorize the Chief Executive Officer (CEO) to enter into a non-financial Memorandum of Agreement (MOA) with the Los Angeles Police Department (LAPD) to secure their participation in the County's Family and Children's Index (FCI).

#### IT IS RECOMMENDED THAT YOUR BOARD:

Delegate authority to the CEO to negotiate and enter into a MOA between the County of Los Angeles and LAPD (Attachment). Execution of the MOA will secure LAPD's participation in the County's FCI application and data sharing process to investigate, prevent, identify, manage or treat child abuse or neglect and ensure the overall safety and well-being of children.

#### PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Your Board's approval will permit LAPD to participate in FCI by importing allowable data (described in California Welfare and Institution Code (WIC) Section 18961.5) into the

*"To Enrich Lives Through Effective And Caring Service"*

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FCI pointer database. Allowable information will be extracted from LAPD records contained in the County's Electronic Suspected Child Abuse Reports (E-SCARS) database. The addition of LAPD E-SCARS information into FCI will enable the Department of Children and Family Services (DCFS) social workers and other participating FCI agencies to have a more comprehensive understanding of a family's situation during the course of an investigation into a case of child abuse or neglect. This information will allow for more informed decision making to ensure that children are kept safe from harm and that the needs of the family are addressed.

### **BACKGROUND**

FCI is the name given to the Los Angeles County database authorized by WIC Section 18961.5. The statute allows children services, health services, law enforcement, mental health services, probation, schools, and social service agencies within counties to share specific information about families who have had relevant contacts with these agencies and who have been identified as being at risk for child abuse or neglect. The statute requires that each county develop their own "at risk" definitions.

FCI serves as a "pointer" database that directs authorized users of a participating agency to other participating agencies who have had contact with the family in question. Once users are pointed to other agencies, the statute requires that confidential, substantive information about a family must be shared through the formation of Multi-Disciplinary Teams (MDTs), unless some other legally permissible way to share that information already exists. Ultimately, FCI serves as a tool that provides staff investigating a case of child abuse or neglect with as comprehensive a picture of the family as possible.

On August 11, 2010, a new FCI Memorandum of Understanding (MOU) was executed among the following County Departments: (1) District Attorney (DA); (2) Sheriff; (3) DCFS; (4) Health Services; (5) Mental Health; (6) Probation; (7) Public Health; and, (8) Public Social Services. The CEO and the Interagency Council on Abuse and Neglect (ICAN) are also signatories on the MOU.

On April 27, 2010, the CEO and ICAN, in partnership with the DA, convened a meeting with senior LAPD officials to explore the Department's participation in FCI. The group determined that the most feasible way to proceed was for DCFS to extract legally permissible data from LAPD records contained in E-SCARS.

E-SCARS, managed by DCFS, is a web-based application that uses the Sheriff's secure network to link DCFS and the DA with all 46 Law Enforcement Agencies (LEAs)

in the County. Through this automated child abuse cross reporting system, the Child Protection Hotline is able to electronically transmit Suspected Child Abuse Reports (SCARs) to any one of the respective jurisdictions.

Working collaboratively, DCFS and the Internal Services Department (ISD) developed an automated approach to transfer allowable information from E-SCARS into FCI. It is anticipated that implementation of this automated transfer can occur relatively soon after the execution of the MOA. Once the proposed extraction method is tested and evaluated, it could be used to secure the participation of any other LEAs in FCI.

If your Board approves this recommendation, LAPD will be the first non-County agency to be integrated into FCI.

### **Implementation of Strategic Plan Goals**

The recommendation contained in this document will promote Countywide Strategic Plan Goals: 1) Operational Effectiveness; 2) Children, Family, and Adult Well-Being; 4) Health and Mental Health; and, 5) Public Safety, by coordinating the delivery of efficient and holistic services to children and families, based on a shared information based approach, to investigate, prevent, identify, manage or treat child abuse or neglect and ensure the overall safety and well-being of children.

### **FISCAL IMPACT/FINANCING**

While this is a non-financial MOA with LAPD, the County will incur a total cost of \$37,500. This cost will consist of two parts:

1. A one-time cost of approximately \$22,500 to set up the automatic transfer of allowable FCI data from LAPD E-SCARS records into FCI. This includes: (a) \$8,000 for DCFS to develop an automated program that extracts LAPD's information from E-SCARS; and (b) a one-time ISD fee of \$14,500 to develop an automated program that imports LAPD's data into FCI and sets up LAPD representatives as FCI users. These costs will be fully offset by *Healthier Communities, Stronger Families and Thriving Children* (HST) funds.
2. An estimated maintenance fee of \$15,000 will be charged by ISD to cover LAPD's first year of participation in FCI. This fee will be fully offset by HST funds. Future maintenance costs and the responsibility to fund those costs have yet to be determined.

## **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

### **E-SCARS**

E-SCARS facilitates compliance with the Child Abuse and Neglect Reporting Act (CANRA), Penal Code (PC) Section 11164, which requires: (1) DCFS and law enforcement to mutually cross report allegations of suspected child abuse and/or severe neglect; and (2) the DA to audit cross reporting compliance between DCFS and the LEAs in the County. E-SCARS will facilitate a timely response to sensitive cases, consolidate reports from multiple mandated reporters, provide case tracking capability, expedite criminal investigation, and enhance prosecution. Specifically, PC Section 11166(j)-(k) requires that a copy of the SCAR be transmitted to the DA and that police and child welfare agencies cross report to one another. E-SCARS allows for the electronic cross reporting of reports so that the requirements of the CANRA are fulfilled.

### **FCI**

WIC Section 18961.5 authorizes counties to develop a database to serve as a pointer database. In Los Angeles County, this database is called FCI. The law allows FCI to store limited client information and points authorized users of participating agencies to other County agencies that have had contact with the family.

WIC Section 18961.5 requires each county to develop their own "at risk" definition to determine which families' information will be entered into the FCI. Information stored in FCI is restricted by WIC Section 18961.5 to store only the following type of information: (1) the name, address, telephone number, and date and place of birth of family members; (2) the number assigned to the case by each provider agency; (3) the name and telephone number of each employee assigned to the case from each provider agency; and, (4) the date or dates of contact between each provider agency and a family member or family members.

The information stored in FCI can only be accessed by designated provider agencies. WIC Section 18961.5 defines provider agencies as any governmental or other agency which has as one of its purposes the prevention, identification, management, or treatment of child abuse or neglect. Pursuant to WIC Section 18961.5 (h), provider agencies which may share FCI information shall include, but not be limited to: (1) social services; (2) children's services; (3) health services; (4) mental health services; (5) probation; (6) law enforcement; and, (7) schools. Therefore, LAPD is an allowable provider agency under WIC Section 18961.5.

The MOA has been reviewed and approved as to form by County Counsel.

**IMPACT ON CURRENT SERVICES (OR PROJECTS)**

The addition of LAPD E-SCARS information will enable DCFS social workers and other participating FCI agencies to have a more comprehensive understanding of a family's situation during the course of a child abuse or neglect investigation. It is vital that social workers and other FCI staff have as much information as possible about a family prior to any visits being made to the home. This information will allow for more informed decision making by the social worker to ensure that children are kept safe from harm and that the needs and best interests of the family are addressed.

Respectfully submitted,



WILLIAM T FUJIOKA  
Chief Executive Officer

WTF:KH:LB  
CP:GS:mh

Attachment

c: Executive Office  
County Counsel  
Chief Information Office  
Children and Family Services  
District Attorney  
Health Services  
Internal Services  
Mental Health  
Public Health  
Public Social Services  
Probation  
Sheriff  
Interagency Council on Child Abuse and Neglect  
Los Angeles Police Department

# **MEMORANDUM OF AGREEMENT**

## **FOR THE LOS ANGELES COUNTY FAMILY AND CHILDREN'S INDEX**

### **BETWEEN: THE COUNTY OF LOS ANGELES CHIEF EXECUTIVE OFFICE AND THE CITY OF LOS ANGELES POLICE DEPARTMENT**

#### **1. PURPOSE**

The purpose of this Memorandum of Agreement (MOA) is to describe the framework for the use of the Family and Children's Index (FCI), establish the County's "at risk" definition, outline the City of Los Angeles Police Department's (LAPD) "at risk" indicator, ensure that confidentiality requirements are maintained, and affirm LAPD's commitment to fully participate in the County's FCI system. The parties to this Agreement are the County of Los Angeles, acting by and through its Chief Executive Officer (CEO), and the LAPD, acting by and through its Chief of Police (hereinafter the "Party" or "Parties").

#### **2. PROGRAM DESCRIPTION**

The FCI application is a computerized interagency database designed to better identify children and families who are at risk of child abuse or neglect. FCI stores basic allowable information about families and children that have had relevant contacts with public agencies and have been identified at risk for abuse or neglect. It authorizes users from provider agencies to obtain minimal identifying information regarding a child and child's family, as well as minimal information regarding another provider agency's contact(s) with a child and child's family. FCI also contains the names of the agency employee(s) assigned to the case. The data is imported electronically into FCI from existing provider agency computer systems. FCI allows professionals, trained in the prevention, identification, management and treatment of child abuse or neglect, and who are qualified to provide a broad range of services related to child abuse or neglect, to know when other agencies may have pertinent information about a child or family with whom they are involved in order to form Multi-Disciplinary Teams (MDTs).

#### **3. ENABLING LEGISLATION**

3.1 In 1992, Assembly Bill 3491 (Gotch) was adopted by the State Legislature and signed by the Governor, which added Section 18961.5 to the Welfare and Institutions Code (WIC). This section authorizes counties to establish a computerized database system within their county to allow specified

provider agencies to share certain identifying information regarding families at risk for child abuse or neglect for the purpose of forming MDTs.

- 3.2 Provider agencies are defined as governmental or other agencies which have as one of their purposes the prevention, identification, management, or treatment of child abuse or neglect. The provider agencies serving children and their families, which may share certain identifying information under WIC Section 18961.5 include, but are not limited to: (1) social services; (2) children's services; (3) health services; (4) mental health services; (5) probation; (6) law enforcement; and (7) schools.
- 3.3 WIC Section 18961.5 allows only the following information to be entered into the system: (1) the name, address, telephone number, and date and place of birth of family members; (2) the number assigned to the case by each provider agency; (3) the name and telephone number of each employee assigned to the case from each provider agency; and (4) the date or dates of contact between each provider agency and a family member or family members.
- 3.4 WIC Section 18961.5 requires each county to develop its own standards for defining "at risk" before joining this system. Only information about children and families of children at risk of child abuse or neglect may be entered into such a system.
- 3.5 The information may only be entered into the system by, or disclosed to, provider agency employees designated by the Department Head of each participating provider agency. Members of MDTs shall be drawn from these designated employees, or other persons, as specified in WIC Section 18961.5. Department Heads of provider agencies shall establish a system by which unauthorized personnel cannot access the data contained in the system.
- 3.6 The information obtained pursuant to WIC Section 18961.5 shall be kept confidential and used solely for the prevention, identification, management, or treatment of child abuse or neglect.

#### **4. GENERAL TERMS**

- 4.1 The LAPD is a "provider agency" as defined by WIC Section 18961.5, and shall participate in and utilize the FCI system at no cost.
- 4.2 All parties shall fully implement this MOA within 30 days of its execution pursuant to LAPD's FCI Policy and Procedures (Exhibit).

- 4.3 This MOA may be terminated at any time without cause by either party upon giving at least sixty (60) calendar days prior written notice thereof to the other.
- 4.4 The LAPD may modify or amend its participation/responsibilities as outlined in the FCI Policy and Procedures provided that thirty (30) calendar days written notice is given to the CEO.
- 4.5 This MOA may be amended by mutual written consent of all parties.
- 4.6 This MOA will be reviewed on an annual basis by the CEO, the LAPD, and the FCI Managers Team as defined in Section 7.6, to ensure full participation of all parties.
- 4.7 This MOA is intended to define the working relationships among the parties related to the County's FCI system. It is not intended to modify, alter, or replace any separate agreements that exist between them.

## **5. LOS ANGELES COUNTY'S "AT RISK" DEFINITION**

The parties to this MOA agree that the County's definition of "*at risk*" includes:

- 5.1 All substantiated or inconclusive allegations of child abuse made to a child protective agency not including unfounded allegations, except if the risk assessment for the unfounded referral is high or very high risk;
- 5.2 When a child is a victim of an alleged crime; and
- 5.3 An event or fact involving a child, a child's family member, or a member of the child's household which in and of itself would not meet the definition of "Child Abuse" in the Child Abuse and Neglect Reporting Act (CANRA), Penal Code (PC) Section 11164 et seq., nor trigger a report pursuant to CANRA, but which would, when combined with additional events or facts, raise reasonable cause for concern that the family is in need of intervention or services to prevent the occurrence of child abuse or neglect as defined in CANRA.

## **6. LAPD "AT RISK" INDICATOR CRITERIA**

The LAPD will provide existing information, as set forth in Section 7.1.1 – 7.1.8 of this MOA, to FCI from the Electronic Suspected Child Abuse Report System whenever a child or the child's sibling has been named in a suspected child abuse report as a victim of physical or sexual abuse.

## **7. LAPD RESPONSIBILITIES**

The LAPD agrees to:



7.1 Provide on a regular basis as set forth in the LAPD's FCI Policy and Procedures, the following statutorily permissible information into the FCI system whenever a record in its database meets one or more of the LAPD's "at risk" criteria:

7.1.1 Name of child and/or family members;

7.1.2 Address of child and/or family members;

7.1.3 Telephone number of child and/or family members;

7.1.4 Date of birth of child and/or family members;

7.1.5 Place of birth of child and/or family members;

7.1.6 Case number assigned by the agency;

7.1.7 Name and telephone number of each employee assigned to the case from the agency; and

7.1.8 Date or dates of contact between the agency and a family member or members.

If the LAPD's case has been closed, then the LAPD will provide the name and telephone number of the LAPD contact person.

If the LAPD has incomplete information as to any of the above statutorily permissible types of information, the LAPD shall provide the information they possess.

7.2 Adhere, as outlined in the attached Exhibit, LAPD Policy and Procedures, to:

7.2.1 Providing information to FCI on a regular basis;

7.2.2 Properly accessing and using information contained in FCI;

7.2.3 Responding to calls made by other participating agencies in a timely manner;

7.2.4 Forming MDTs with other participating agencies;

7.2.5 Sharing case-specific information only as permitted by existing laws and through the formation of MDTs; and

- 7.2.6 Keeping information shared pursuant to the FCI statute confidential and used solely for the prevention, identification, management or treatment of child abuse or neglect.
- 7.3 Develop and maintain staff capability to respond in a timely manner to calls made by other participating FCI agencies as outlined in the attached Exhibit, LAPD Policy and Procedures. An inquiry should be responded to immediately, but most must be responded to within three business days of the time it was made.
- 7.4 Form MDTs as required by the FCI statute.
- 7.5 Keep FCI information confidential and only share information with other verified users as permitted by existing laws/statutes.
  - 7.5.1 Unless the disclosure is otherwise permitted or required by law, a MDT must be formed in order to provide information that is protected, private or confidential. A MDT consists of three or more persons trained in the prevention, identification, management and treatment of child abuse or neglect, and qualified to provide a broad range of services related to child abuse or neglect; and
  - 7.5.2 All parties will document any interagency contacts resulting from a FCI query.
- 7.6 Assign two LAPD staff to serve as responsible parties on the FCI Managers Team:
  - 7.6.1 Program Manager; and
  - 7.6.2 Policy Lead.
- 7.7 Program Manager Responsibilities include:
  - 7.7.1 Ensuring that all existing/newly authorized FCI users are properly trained to access and use FCI as outlined in the attached Exhibit, LAPD Policy and Procedures.
  - 7.7.2 Ensuring that the proper orientation, training, and transition of a FCI Program Manager and Policy Lead occur whenever FCI Program Managers or Policy Leads are replaced.
  - 7.7.3 Auditing and updating LAPD user lists and information provided to FCI on a monthly basis and coordinating these efforts with the County's Internal Services Department (ISD) to ensure proper

access and security of authorized use of the FCI system as well as up-to-date FCI information.

7.7.4 Coordinating LAPD compliance with FCI evaluation efforts, developed by the CEO in conjunction with the Inter-Agency Council on Child Abuse and Neglect (ICAN) and the FCI Managers Team, in order to maximize agency participation in the FCI system. LAPD agrees to develop evaluation tools that are in compliance with the FCI Managers Team's efforts. Considerations in developing evaluation tools are: (1) the burdensome nature of the evaluation tool; (2) impact on the work of the agency; and (3) the value of the information sought balanced against the potential added workload to the participating agency.

7.8 Policy Lead responsibilities include serving as a liaison between the FCI Managers Team and their agency's executive staff on funding, legislative, operational, and policy related matters.

## **8. CEO RESPONSIBILITIES**

The CEO's responsibilities will include, but are not limited to:

- 8.1 Co-Chairing the FCI Managers Team in conjunction with ICAN;
- 8.2 Conducting, in conjunction with ICAN, outreach and recruitment of additional FCI participating agencies;
- 8.3 Monitoring FCI evaluation efforts and working with ICAN to coordinate and design tools to evaluate FCI;
- 8.4 Approving changes/amendments to the MOA;
- 8.5 Coordinating the development and facilitation of FCI training with ICAN and the FCI Managers Team;
- 8.6 Partnering with ISD and all participating agencies to ensure ongoing maintenance support of FCI hardware/software, implementation of technical enhancements, and development of ad hoc reports; and
- 8.7 Providing regular status reports to the Board of Supervisors regarding FCI implementation and progress made.

## **9. CONFIDENTIALITY AND USE OF INFORMATION ON FCI**

The parties to this MOA agree to:

- 9.1 Only provide information to be exported to FCI by, or be disclosed to, agency employees designated by the Department Head of the participating provider agency. Members of MDTs shall be drawn from these designated employees, or other persons, as specified in WIC Section 18961.5 (d);
- 9.2 Establish a system by which unauthorized personnel cannot access the data contained in the FCI system; and
- 9.3 Keep the information contained in FCI confidential and solely used for the creation of MDTs for the prevention, identification, management, or treatment of child abuse or neglect, or both. Every employee with access to FCI will take an oath of confidentiality and have a confidentiality statement on file with their employer agency.

IN WITNESS THEREOF, the parties hereto have executed this MOA for the Family and Children's Index as of the \_\_\_\_\_ day of \_\_\_\_\_ 2010.

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William T Fujioka  
Chief Executive Officer  
Los Angeles County

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Charlie Beck, Chief of Police  
Los Angeles Police Department

**Los Angeles County  
Family and Children's Index (FCI)  
Los Angeles Police Department (LAPD)  
Policy and Procedures**

**I. PURPOSE**

The purpose of this document is to establish policy and procedures for the use of FCI.

**II. OVERVIEW**

The FCI system is a computerized interagency database designed to better identify children and families who are at risk of child abuse or neglect. FCI stores basic allowable information about families and children that have had relevant contacts with public agencies and have been identified at risk for abuse or neglect. It authorizes users from provider agencies to obtain minimal identifying information regarding a child and child's family as well as minimal information regarding another provider agency's contact(s) with a child and child's family. FCI also contains the names of the agency contact person for pursuing further information. The data is imported into FCI from existing provider agency computer systems. FCI allows professionals trained in the prevention, identification, management, and treatment of child abuse or neglect, and qualified to provide a broad range of services related to child abuse or neglect, to know when other agencies may have pertinent information about a child or family with whom they are involved.

**III. BACKGROUND**

On August 11, 2010, a new FCI Memorandum of Understanding (MOU) was executed by the following County agencies:

1. Chief Executive Office (CEO);
2. Office of the District Attorney (DA);
3. Sheriff's Department (SD);
4. Department of Children and Family Services (DCFS);
5. Department of Health Services (DHS);
6. Department of Mental Health (DMH);
7. Probation Department;
8. Department of Public Health (DPH);
9. Department of Public Social Services (DPSS); and
10. Inter-Agency Council on Child Abuse and Neglect (ICAN).

**IV. ENABLING LEGISLATION**

FCI is an existing interagency computerized database whose creation was authorized by Welfare and Institutions Code (WIC) Section 18961.5. Essentially, the statute allows children services, health services, law enforcement, mental health services, probation, schools, and social services agencies within counties to have the ability to share specific identifying information of families at risk for child abuse or neglect for the

purpose of forming Multi-Disciplinary Teams (MDTs) for the prevention, identification, management or treatment of child abuse or neglect.

#### **V. INFORMATION TO BE PROVIDED BY LAPD**

As a FCI participating provider agency, LAPD agrees to provide, on a regular basis, the following statutorily permissible information into the FCI system whenever a record in its database(s) meets the County's "at risk" definition (see below) and LAPD's "at risk" criteria:

1. Name of child and/or family members;
2. Address of child and/or family members;
3. Telephone number of child and/or family members;
4. Date of birth of child and/or family members;
5. Place of birth of child and/or family members;
6. Case number assigned by the agency providing the data;
7. Name and telephone number of the contact person(s) for the agency (Agency Contact) who would be responsible for providing further information; and
8. Date(s) of contact between the agency providing data and a family member or members.

If any agency has incomplete information as to any of the allowable types of information, the agency shall transmit the information they possess.

#### **VI. LOS ANGELES COUNTY'S "AT RISK" DEFINITION**

LAPD agrees that the County's "at risk" definition includes:

1. All substantiated or inconclusive allegations of child abuse made to a child protective agency not including unfounded allegations, except if the risk assessment for the unfounded referral is high or very high risk;
2. When a child is a victim of an alleged crime; and
3. An event or fact involving a child, a child's family member, or a member of a child's household which in and of itself would not meet the definition of "Child Abuse" in the Child Abuse and Neglect Reporting Act (CANRA), Penal Code (PC) Section 11164 *et seq.*, nor trigger a report pursuant to CANRA, but which would, when combined with additional events or facts, raise reasonable cause for concern that the family is in need of intervention or services to prevent the occurrence of child abuse as defined in CANRA.

#### **VII. LAPD'S "AT RISK" INDICATOR CRITERIA**

LAPD will provide statutorily permissible information (as set forth in Section V above) to FCI from the Electronic Suspected Child Abuse Report System, whenever a child or the child's sibling has been named in a suspected child abuse report as a victim of physical or sexual abuse.

## **VIII. ACCESSING AND USING FCI INFORMATION**

### **LAPD JUVENILE DIVISION RESPONSIBILITIES**

Juvenile Division shall be LAPD's central contact for the participating provider agencies listed in the MOA. Juvenile Division shall be responsible for processing all documentation for FCI users. Juvenile Division shall make every effort to answer and respond to all calls it receives on an inquiry, and provide the caller with the following requested information:

1. The investigating officer's name and telephone number; and
2. Any follow-up information, if needed.

### **FCI LIAISON'S RESPONSIBILITIES**

Juvenile Division will designate a Bureau Consultant as its FCI Liaison.

The FCI Liaison shall determine which employee(s) shall have access to FCI, and shall ensure that all FCI users, assigned to Juvenile Division, have signed a FCI Confidentiality Statement form. This form can be obtained by contacting the FCI Liaison who shall maintain custody and control of all confidentiality forms.

The FCI Liaison shall be responsible for ensuring that all users within their unit are using the program in accordance with the MOA. A copy of the MOA is available from the FCI Liaison. The FCI Liaison shall either provide the requested information themselves or designate someone to provide the information.

If a Department of Children and Family Services (DCFS) Case Worker requests LAPD's Crime Report information for an emergency response, the FCI Liaison and/or other authorized Juvenile Division personnel shall provide the requested information as soon as possible.

### **USER'S RESPONSIBILITIES**

Each FCI user shall read and complete the FCI Confidentiality Statement form. Each user shall use the FCI program in accordance with the MOA.

### **RELEASE/RECEIPT OF INFORMATION**

The FCI Liaison, or his/her designee, shall release information to any authorized caller from the District Attorney (DA), DCFS or the Sheriff's Department (SD) without forming a MDT. An inquiry by the DA, DCFS, or the SD does not constitute the formation of a MDT, and does not require a Contact Sheet.

LAPD is permitted to *receive* information from the DA or the SD without forming a MDT.

If LAPD is requesting information from DCFS, Department of Health Services (DHS), Department of Mental Health (DMH), Department of Public Health (DPH), Department of Public Social Services (DPSS), or the Probation Department, LAPD must establish a MDT before these County departments can share information, unless the disclosure is otherwise permitted or required by law. For example, WIC section 827 allows DCFS and Probation to share information with law enforcement agencies in certain instances, and WIC section 10850 allows DPSS to share information with law enforcement agencies in certain instances.



If DCFS, DHS, DMH, DPH, DPSS, or the Probation Department request information from LAPD's Juvenile Division personnel, it is LAPD's responsibility to determine whether a MDT is needed, and provide the personnel necessary to participate in the MDT.

When LAPD forms or participates in a MDT, a MDT Contact Sheet shall be completed.

The MDT Contact Sheet shall contain the following:

1. The LAPD employee's name and employee number, either giving or receiving the information;
2. The date and time of the call;
3. The employee name, employee number, and the provider agency name of all parties involved in the MDT;
4. The report number; and,
5. The name and date of birth of all children who were the subject of the inquiry.

The MDT Contact Sheet shall be maintained by the FCI Liaison.

## **IX. RESPONDING TO REQUESTS MADE FROM OTHER AGENCIES**

### **Response Time**

An inquiry should be responded to immediately, but in no case shall such a response be provided more than three business days from the date and time the inquiry is made.

**NOTE:** LAPD personnel are available Monday through Friday, from 5:30 AM until 12:00 AM. Limited staffing is available on Saturdays from 12:00 PM until 10:00 PM to respond to inquiries.

### **Verifying Users**

The Agency Contact needs to verify that the person calling or emailing is a legitimate user of the system. Please refer to the *Verification of FCI Users* section below for a detailed description of the verification process.

### **Security Note**

Sending case history information via Email or an insecure FTP/telnet protocol is not secure and is **strictly prohibited**. Only use the agency client number in an email when referring to a child. Please see *Confidentiality And Use Of Information On FCI* section below for additional information.

## **X. VERIFICATION OF FCI USERS**

The Agency Contact needs to verify that the person calling or emailing is a legitimate user of the system:

Log into the FCI system.

1. Look for the person in the 'List of Users'.

- a. If the person making the inquiry is not on this list, inform the person that he/she needs to get approval from his/her agency's FCI Program Manager in order to gain access to the system.
  - b. The contact information for an agency's FCI Program Manager can be obtained by clicking on the 'Quick Reference' link at the top of the 'User List' screen.
  - c. If the person making the inquiry is from an agency that is not listed in the 'Agency Program Managers' section of the 'Quick Reference' screen, then his/her agency is not one of the participating agencies. If this is the case, please direct this person to the LAPD's FCI Program Manager.
2. If the inquiry is made via phone, ask the user his/her 'Verification Question' located to the far right hand side of the 'User List' screen.
    - a. If the person is listed as a user, yet he/she does not have a verification question in the 'Q/A' column, instruct the user to log into the FCI system and create one. He/She can do so by logging in, scrolling down to the bottom of the screen, clicking on 'INFORMATION & OPTIONS' and then choosing 'CHANGE YOUR VERIFICATION QUESTION'.
    - b. If the user has never activated his/her account, he/she can view a quick tutorial on how to do so at <http://fci.co.la.ca.us/training/>.
  3. If an inquiry is made via email, find user in the 'User List'; call the person and proceed as if the inquiry were made via phone.
  4. If the account of a user making an inquiry is disabled, contact the LAPD FCI Program Manager and inform them of the situation with the name and agency of the user.
  5. Document all inquiries in an internal reporting system.

#### **XI. CONFIDENTIALITY AND USE OF INFORMATION ON FCI**

1. As a participating provider agency, LAPD agrees that information may only be entered into FCI by, or disclosed to, agency employees designated by the Director of the participating agency. Members of MDTs shall be drawn from these designated employees, or other persons, as specified in WIC Section 18961.5 (d). Participating agencies shall establish a system by which unauthorized personnel cannot access the data contained in the system. The information contained in FCI shall be kept confidential and shall be used solely for the prevention, identification, management, or treatment of child abuse or neglect. Every employee with access to FCI will have taken an oath of confidentiality and have a confidentiality statement on file with their employer agency;
2. Request for physical case history files will have to be made pursuant to individual agency rules and protocols. Files should NEVER be transmitted through email or unsecured FTP/telnet protocols; and

3. It is important to be aware of what the LAPD's criteria are for a record to be in the FCI. If an inquiry is received from a FCI user on a child that does not show a match for the LAPD or there is no match in the index at all, no information can be given out. Check with your agency's FCI Program Manager if you have any doubts as to when to give out information or not.

**If you have a reasonable belief that the child's life is in danger  
SHARE INFORMATION!**

## **XII. FORMATION OF MDTs**

Unless the disclosure is otherwise permitted or required by law, a MDT must be formed in order to provide information that is protected, private or confidential.

When contacting DHS, DMH, or DPH, the contacts from these participating provider agencies have been instructed to assure and document that a MDT is formed before further investigation occurs. The MDT can include the person who is making the inquiry, the person to whom the Agency Contact has referred the person making the inquiry within their agency who would have the specific case history information (in some cases, this may be the Agency Contact), and one other person from either the "queried" agency (i.e., the Agency Contact's supervisor) or the "querying" agency (i.e., the supervisor of the person making the inquiry) stating that a FCI search was conducted and further information is being requested. See below for specific requirements for MDTs.

1. MDT means any team of three or more persons who are trained in the prevention, identification, management, and treatment of child abuse or neglect cases and who are qualified to provide a broad range of services related to child abuse. The MDT may include but is not limited to:
  - a. Psychiatrists, psychologists, marriage and family therapists, or other trained counseling personnel;
  - b. Police Officers or other law enforcement agents;
  - c. Medical personnel with sufficient training to provide health services;
  - d. Social Workers with experience or training in child abuse prevention; and
  - e. Any public or private school teacher, administrative officer, supervisor of child welfare and attendance, or certificated pupil personnel employee.
2. MDTs can be formed on the telephone and/or in person.
3. The FCI statute requires that a MDT consisting of at least three members (as described in #1 above) be formed before any confidential information is shared.
4. If there is a statute that allows or requires the sharing of information, then no MDT may be needed. If you are in doubt, please contact the LAPD FCI Program Manager or LAPD's advice counsel.