

# FOR YOUR INFORMATION

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## DCFS IMPLEMENTATION OF THE EMERGENCY RESPONSE INVESTIGATION SERVICE (ERIS)

The Los Angeles Department of Children and Family Services (DCFS), in partnership with the Chief Information Office (CIO), has developed a ground-breaking new system called the *Emergency Response Investigation Service* (ERIS). Sponsored by the Los Angeles County Office of Child Protection, ERIS is the first application created to leverage the capabilities of the existing Countywide Master Data Management (CWMDM) system, which involves departments working in collaboration to identify, resolve and de-duplicate client records, resulting in the creation of a *Master Person Index*. Departments, based on their business needs, will make use of the CWMDM and the Master Person Index to securely receive and share more accurate and reliable data regarding clients and their history of services or contact with county agencies.

ERIS was implemented at the Palmdale, Santa Fe Springs, Pasadena, Vermont Corridor and Emergency Response Command Post offices on Wednesday, July 11<sup>th</sup>, 2018 and Emergency Response CSWs and SCSWs of the remaining DCFS offices will be trained and provided with access to ERIS during August and September.

ERIS - guided by a protocol outlining data sharing during child welfare investigations, and signed by Department Heads, the Chief Executive Officer, County Counsel and the Office of Child Projection - will be developed in a phased approach and will receive data from multiple data sources. In ERIS Phase One, ER CSWs have access to county department history from the CWMDM system and the DCFS Datamart, which provides information on adult clients associated with a DCFS Emergency Response Referral, and most importantly, ERIS Phase One provides real-time information from the *Consolidated Criminal History Records System* (CCHRS), which provides ER CSWs with information contained in a client's criminal history RAP Sheet. With ERIS, ER CSWs have access to information including arrest and conviction records, warrant information, detailed physical descriptors and aliases of adult clients. The ERIS application was developed taking desktop computing and mobile devices into account to ensure a user friendly experience, whether accessed from a computer in the office or from the field on a tablet or smart phone.

ERIS provides DCFS Emergency Response (ER) Children's Social Workers (CSWs) and their supervisors with unprecedented, real-time access to critical information on adult clients living in the home of Referral children, enhancing the CSWs' ability to assess risk to the children in the home, to assess potential viability of relative placements in lieu of foster care, and to assess their own personal safety if clients in the home have violent criminal history.

Future phases of the ERIS project will provide DCFS ER CSWs with additional adult client history information, including services history with the Department of Mental Health (DMH), Department of Health Services (DHS) and others.



If you have any questions regarding this release please e-mail your question to:

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