

# DCFS Referral Portal

## *Frequently Asked Questions*

### 1.) How do I get to the 4 minute Portal E- Learning video?

Just go to Link on LA Kids: **Main Page → Right Hand side → “Referral Portal”- link is at the bottom of the Sign-in page.**

### 2.) What is the DCFS Referral Portal?

It is a browser based application that CSWs may use in the office or field to generate referrals to various services/programs.

### 3.) What services may I refer to?

Currently you may access referrals to the following services/programs:

- ❖ TDM/CFT
- ❖ DMH – re-referrals ONLY – (See below)
- ❖ ITFC/MTFC
- ❖ P3
- ❖ PHN
- ❖ Regional Center
- ❖ SA Access – Substance Abuse Navigator (SAN) Referral
- ❖ Wraparound

### 4.) When do I use the Referral Portal to generate a referral to DMH?

The Referral Portal should only be used for DMH when it is a re-referral and an initial MHST and referral to DMH have been previously submitted. If an MHST is required for a case (e.g. – all newly open cases), then the MHST and consent forms are all that is needed.

### 5.) What is my log-in?

Your log-in is the letter “e” plus your county employee number.

### 6.) What is my password?

Your password is your Internet (hosted) password.

### 7.) Why does my referral/case not appear when I log in?

The portal is refreshed once every 24 hours (and less often on weekends and holidays). If your referral/case is not listed, it may be that the Portal has not refreshed since the

referral/case was assigned to you. Please check again the next day.

**8.) Some of the self populated information is incorrect or missing, how can this be fixed?**

This information comes from CWS/CMS and must be corrected/added through CWS/CMS.

**9.) If I want to refer one person to multiple services/programs, can I complete all of the referrals at once or do I have to do them one at a time? What about multiple clients within a case to different services/programs?**

You may select as many clients within a case and as many services/programs as needed. After completing the first referral, simply return to the Referral Home page and select the next service/program or client.

**10.) I checked off the box for the service/program I need, but how do I get to the actual referral form?**

If you have clicked on the Save/Submit to system button, the service/program name should appear in blue (as the word DMH in the picture below), click on this link to complete the referral form. If you have checked off the service/program but the name is not in blue, you have not saved/submitted to the system successfully. Verify that you have responded to all mandatory fields (those with a red asterisk). Complete any required fields and save/submit again.

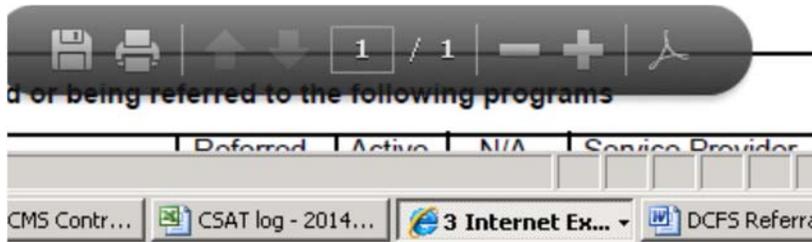


**11.) Why is the print button grayed out?**

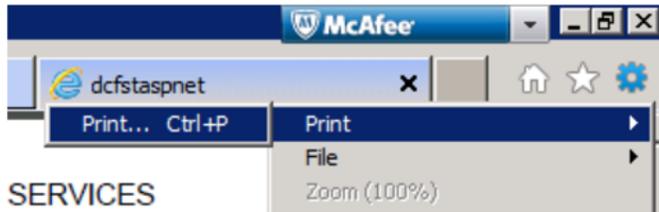
Please make sure to click on the Save/Submit to system button once you have entered all needed information. If the print button is still grayed out, verify that you have responded to all mandatory fields (those with a red asterisk). Complete any required fields and save/submit again.

**12.) I clicked on the print form button and the form pops up in another window but it does not print?**

Click on the printer icon at the bottom of the page to print the form.



Or you may go click on the Tools Menu, and then click on Print and select Print again.



13.) **I have completed the referral on the Portal, now what?**

**IMPORTANT: \*\* Please NOTE: At the end of completing a referral on the Portal Web-site you will click on a Button that says “SUBMIT” – that only completes the document within the Portal Site – YOU STILL NEED TO PRINT THE DOCUMENTS AND SUBMIT TO THE RESPECTIVE PROGRAM, ALONG WITH ANY REQUIRED ATTACHMENTS, AS YOU HAVE DONE IN THE PAST.**

Step-by-step instructions are available while you’re working in the portal. Simply look for the “Print Ref Portal Instructions” or “Print 174 Conference Instructions” button with an open referral or case on the screen.

14.) **How do I modify a referral I had already created?**

After you log in, click on DCFS Referral Portal, then on Update Portal Form (see screenshot below). You will see a list of the forms you have created. Find the child and click on the corresponding Portal Form Number, in blue in the first column from the left, to retrieve the previously created form. Now click on the link to the referral you need to modify and make the needed corrections/additions.



15.) **I previously referred a client to a service/program; do I have to go through the whole process again if I now need a referral to another program available on the Portal?**

No, simply follow the steps above to retrieve the previously created form, select the new service/program you need, save/submit to system, now click on the link and generate the needed referral.

Thank You!