California Department of Human Resources
Discrimination Complaint Tracking System (DCTS)

DCTS User Guide

PROVIDED BY:
CalHR
Equity and Accessibility Management Services Division
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Introduction

The California Department of Human Resources' (CalHR's) Discrimination Complaint Tracking System (DCTS) is a comprehensive cloud-based case management and tracking system that enables data collection of discrimination and harassment complaints across state departments. Salesforce is the online platform on which the DCTS is built. The purpose of the DCTS is twofold: to provide all Equal Employment Opportunity (EEO) Officers and Investigators with a case management system where complaint data may be stored in a single and secure location, and provide CalHR with a tracking and monitoring foundation for complaints filed across state entities to meet legislative reporting requirements. The system stores data such as discrimination complaint type, parties involved, dates of filing and closure, and outcomes. Government Code section 18573 requires each appointing power to provide access to records and prepare reports as required by CalHR.

User Access

To access the DCTS, you must be granted a user account by CalHR's Equity and Accessibility Management Services Division (EAMSD). If you are an EEO Officer or EEO Investigator, or EEO Manager system access is required for completion of your job duties, you must review the Security and Access Guidelines and submit the *DCTS Security Agreement* and *Access Request* form to request access. (See Appendix A and Appendix B)

The DCTS case management system supports three types of EEO users with different roles and access levels:

1. **EEO Officer**
   By statute, oversees the department EEO program and must be at a minimum level of Supervisor I. The primary DCTS user who will open new cases and may view, enter, and edit all case information for their department. CalHR's primary contact for all DCTS activity. Verifies complaint information is properly entered and finalizes case closure. For departments with only one staff member serving as the EEO Officer, this will be the user type designated. The EEO Officer is the only user role that can submit the Quarterly Reporting.

2. **EEO Investigator**
   Assigned to investigate complaints. Able to view, enter, and edit specific cases assigned. Must submit the case to the EEO Officer, or EEO Manager for case closure.

3. **EEO Manager**
   Reports to the EEO Officer. May investigate and/or supervise employees who investigate discrimination and harassment complaints. Assigned the same user rights as the EEO Officer. May open new cases, view, enter, and edit all case information for their department. EEO Officer may reassign case closure approval to the EEO Manager on a case-by-case basis.

User Deactivation

If an employee who has access to DCTS leaves your department and you are the interim user until the position is filled, you must apply to be granted a user account by CalHR's EAMSD. As soon as possible, please submit the DCTS Security Agreement and the Access Request Form to request access (see Appendix B). On this form, you must also ensure that the user who left your department is removed by completing the User Deactivation section. When your request for access is granted and your user account is established at CalHR, you will receive an email containing your login information.

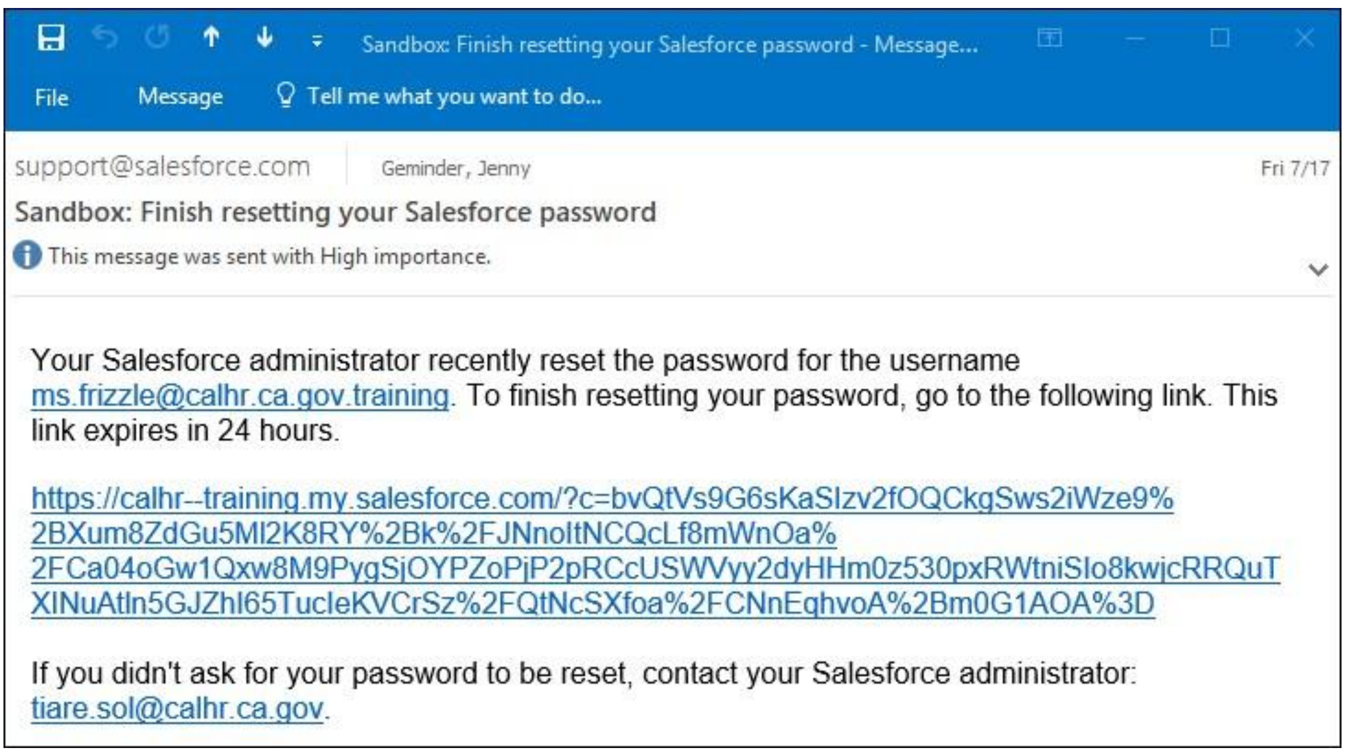
For access questions, please email dcts@calhr.ca.gov.

Please note that Salesforce, the online platform housing the DCTS, supports the latest versions of the following internet browsers: Microsoft Edge, Google Chrome, Mozilla Firefox, and Apple Safari. **The system does not work well with Internet Explorer.**

How to Log in to the DCTS

Logging In for the First Time

- ☐ When your request for access is granted and you attend training, your user account is established at CalHR, and you will receive an email from Salesforce containing your login information. The email will have the subject **"Finish resetting your Salesforce password"** and will contain a link you will select to set your password.


Sandbox: Finish resetting your Salesforce password - Message...

File   Message   Tell me what you want to do...

support@salesforce.com   Geminder, Jenny   Fri 7/17

Sandbox: Finish resetting your Salesforce password

This message was sent with High importance.

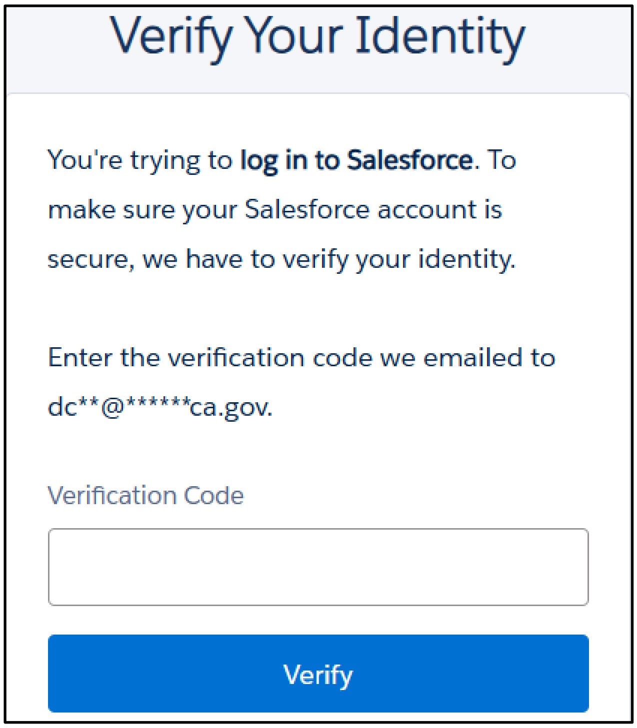
Your Salesforce administrator recently reset the password for the username ms.frizzle@calhr.ca.gov.training. To finish resetting your password, go to the following link. This link expires in 24 hours.

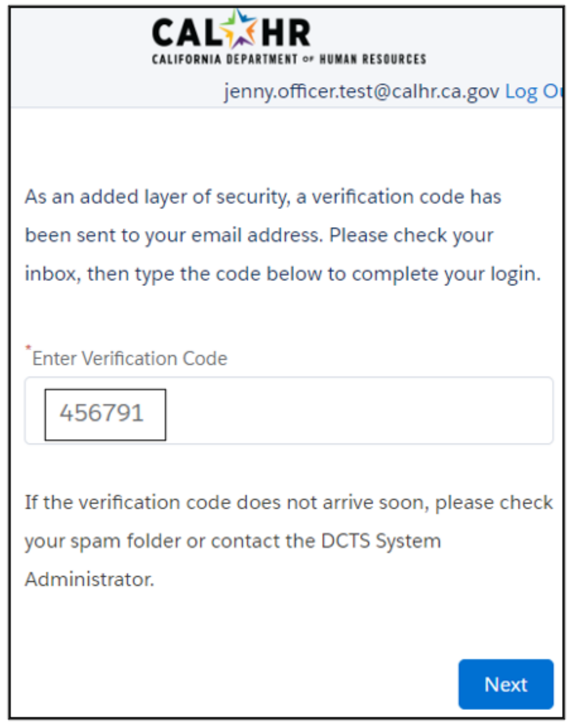
https://calhr--training.my.salesforce.com/?c=bvQtVs9G6sKaSIzv2fOQCkgSws2iWze9%2BXum8ZdGu5Ml2K8RY%2Bk%2FJNnoltNCQcLf8mWnOa%2FCa04oGw1Qxw8M9PygSjOYPZoPjP2pRCcUSWVyy2dyHHm0z530pxRWtniSlo8kwjcRRQuTXINuAtIn5GJZhl65TucleKVCrSz%2FQtNcSXfoa%2FCNnEqhvoA%2Bm0G1AOA%3D

If you didn't ask for your password to be reset, contact your Salesforce administrator: tiare.sol@calhr.ca.gov.

- ☐ When the email is received, select the link provided or open one of the recommended browsers and paste the hyperlink into the URL field.
- ☐ You will be prompted to enter a CalHR DCTS Access Verification Code.

☐ Go to your email account, open the email sent to you from the Salesforce system, return to your browser and enter the **Verification Code** provided and select **Next**. The first time you log in you will also be prompted to enter a second verification code to verify your identity.





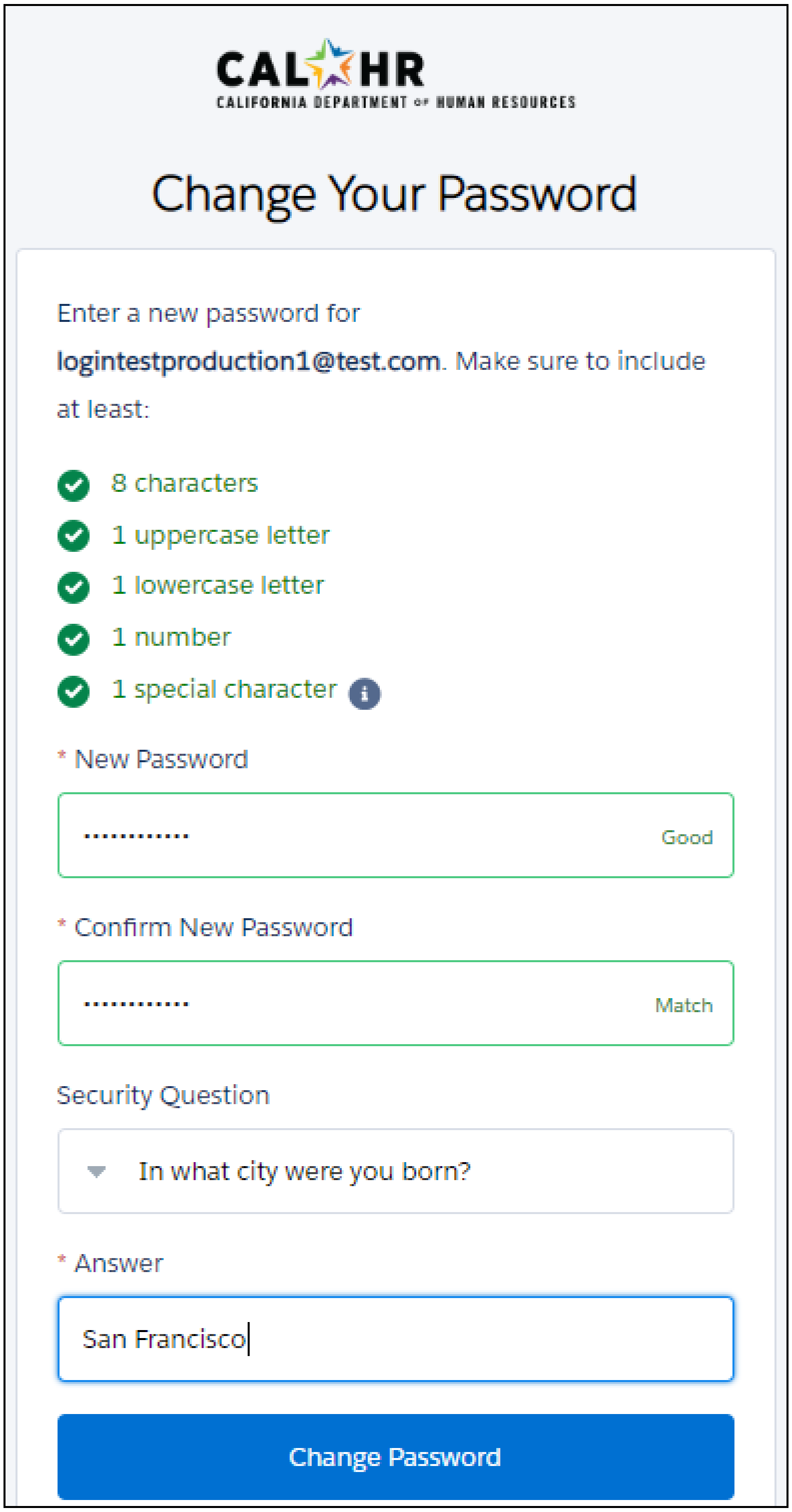
Verification Codes:

There are two types of verification requests a user may encounter when logging into the system.

- **Identity Verification**: The system logs information about the device and web browser you are using. If either of these changes, Salesforce will prompt you to enter a verification code, which you will receive in your email. Enter the code where prompted, and select Verify to continue.
- **Two-Factor Authentication:** Each time you log into the DCTS, you will be asked to verify your identity by entering a verification code, which you will receive in your email. Enter the code where prompted, and select **Next** to continue.

You will be required to enter two verification codes the first time you log in and may have to enter two verification codes occasionally.

You will be directed to the **Change Your Password** screen. Make sure you choose a password that will be easy to remember. Your password must be at least 8 characters and have a mix of letters, numbers, and special characters. Enter and confirm your new password, then provide an answer to one of the security questions. Select **Change Password**.

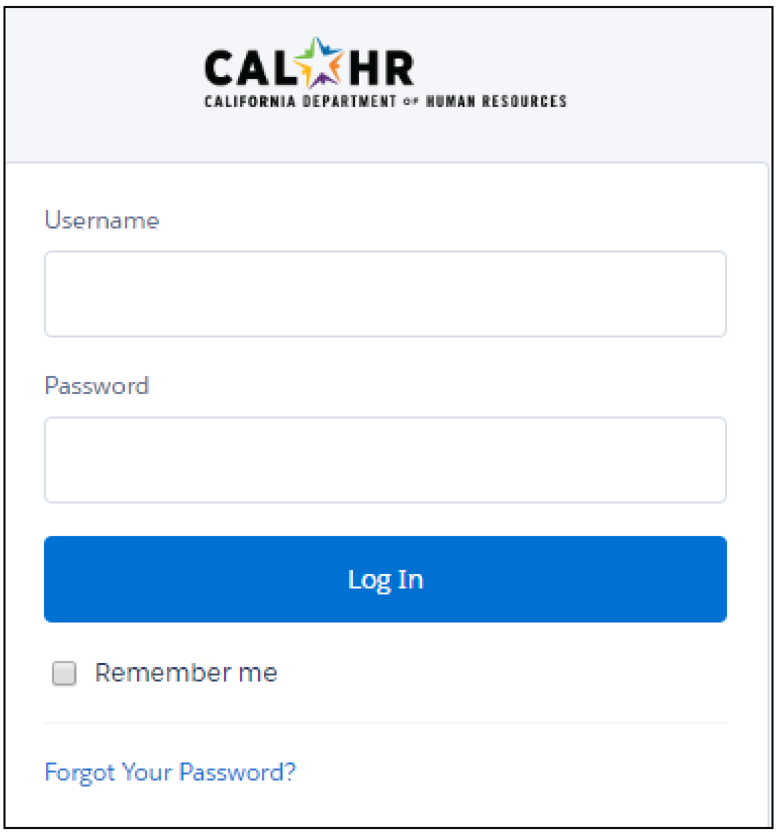


Logging in After your Account is Validated

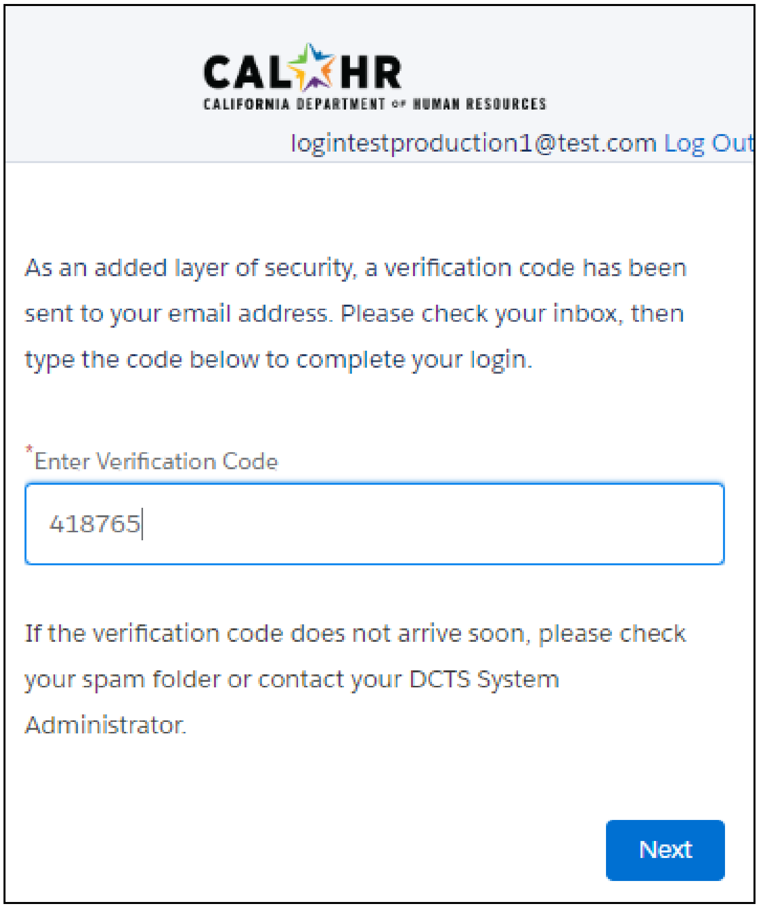
- During future visits, you may access the system by entering the following URL into your internet address bar: https://calhr.my.salesforce.com

  It is recommended that you bookmark the DCTS login link to easily return to the website. To add the DCTS login site to the Favorites Bar in Chrome or Edge, select the star to the right of the address bar. Rename the bookmark "DCTS" to shorten the name select **Done**. The link will appear under the address bar to give you quick access to the website.

- Enter your **username** and **password** and then select **Log In**.



- You will be prompted to enter a Verification Code. Follow the instructions to complete your login.



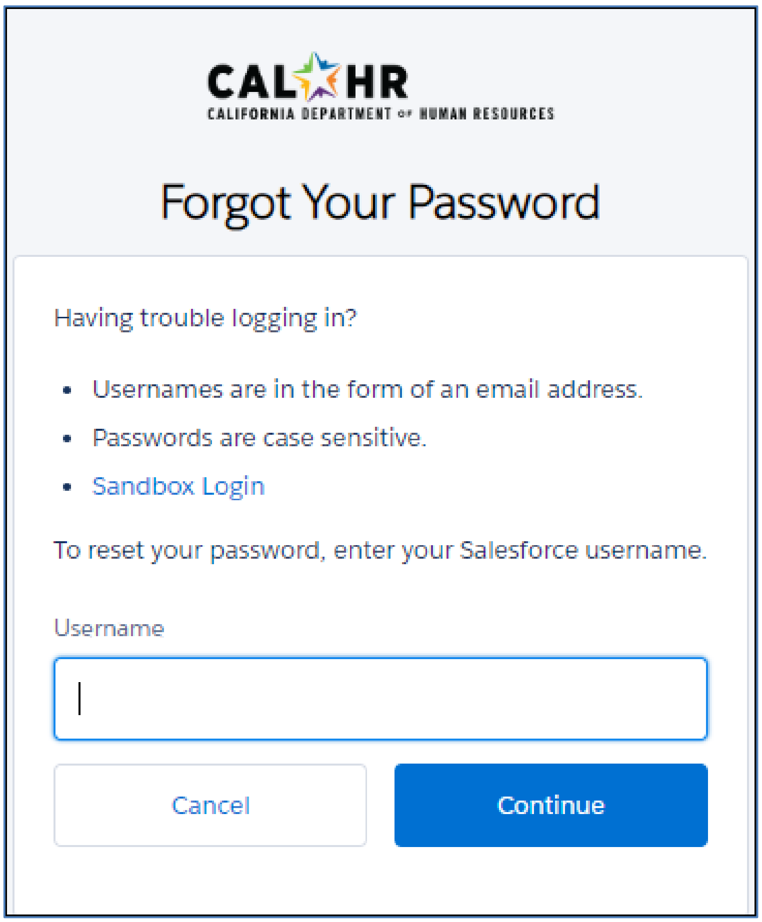
Resetting Your Password

Please note: Due to individual department IT security settings, the Reset Password feature may not be available to many users. If the system does not allow you to reset your password, please email dcts@calhr.ca.gov.

To reset your password:

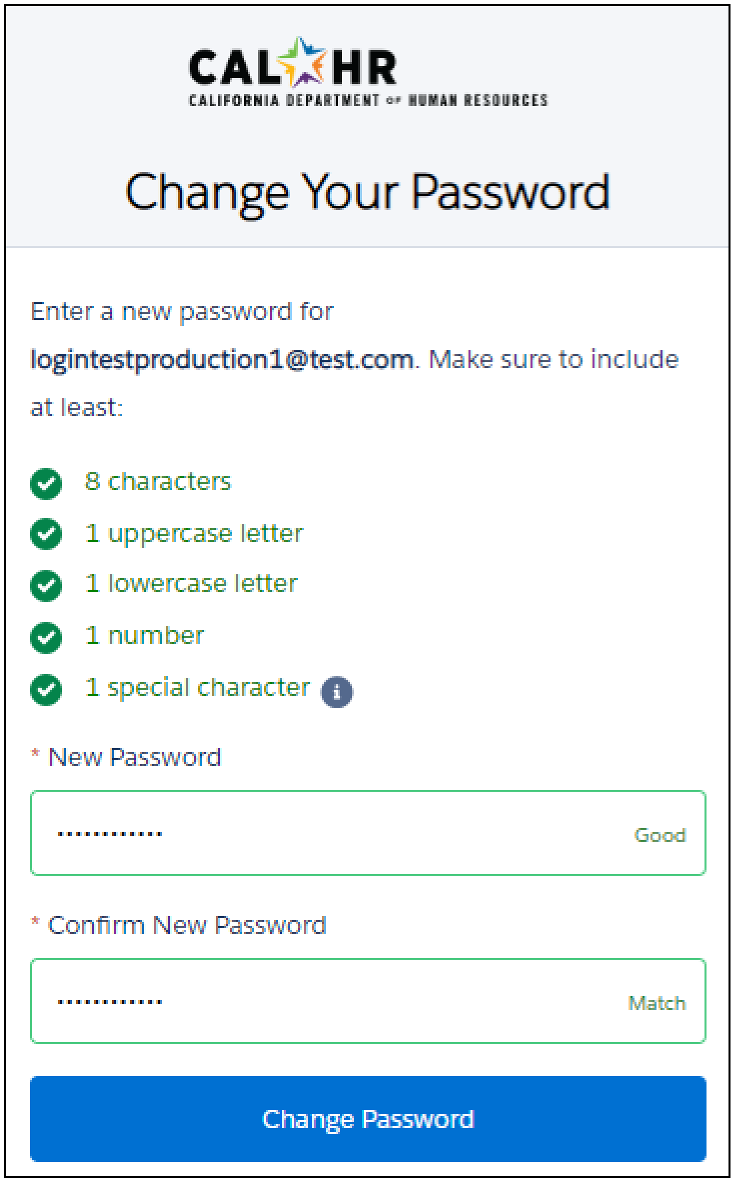
- ☐ If you forget your password, go to the DCTS log in page and select **Forgot Your Password?**

- ☐ Follow the instructions to reset your password.



You will be prompted for a Verification Code. Open the email with the Verification Code and enter it into the field.

- ☐ Enter a new password and select Change Password. Note: You may not reuse a prior password.



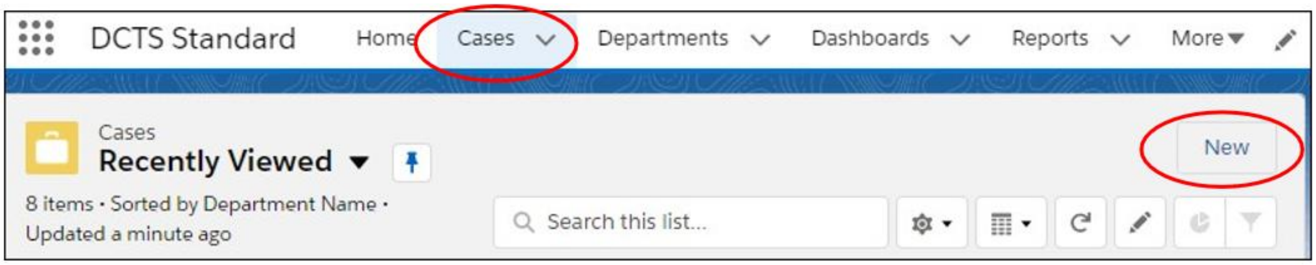
If you have any reason to believe that your DCTS password has been compromised, please immediately change your password and notify the DCTS Program Consultant.

For questions regarding passwords, please email [dcts@calhr.ca.gov.](mailto:dcts@calhr.ca.gov)

Create a New Case

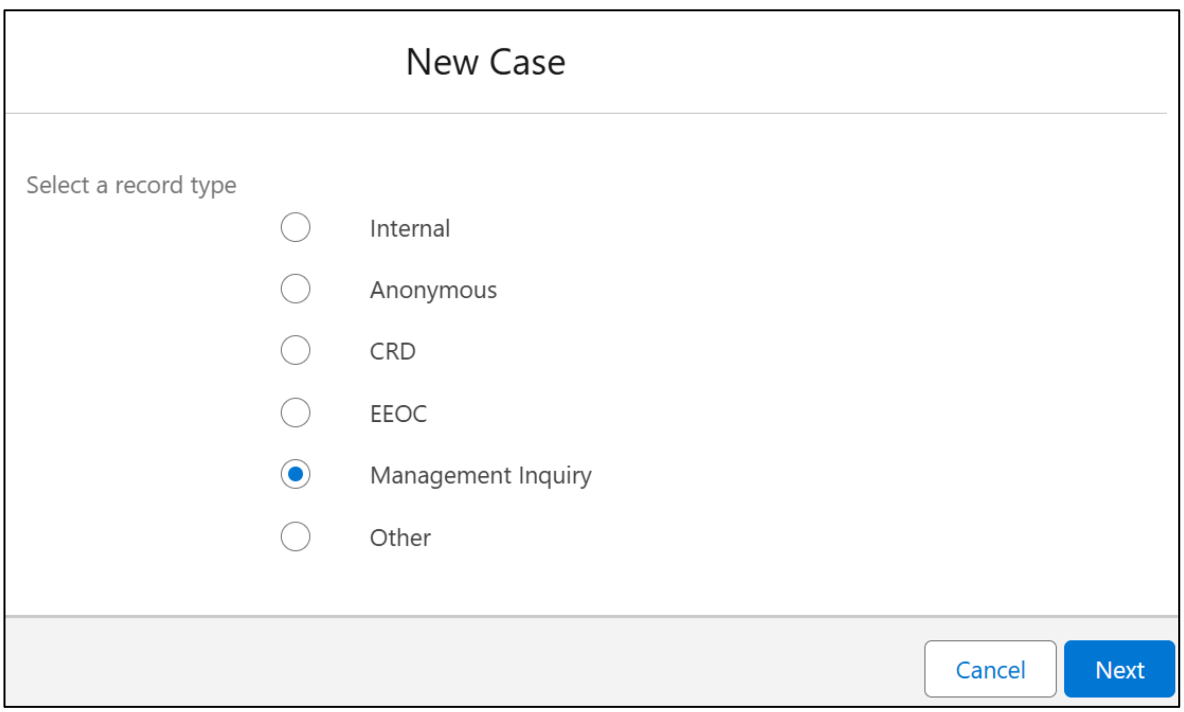
A Case is defined as a detailed description of a complaint of harassment, discrimination, retaliation and/or denial of reasonable accommodation entered into the DCTS. It may be helpful to think of a Case as a briefcase or file that holds several folders, such as a parties folder, a complaint details folder, an investigation folder, documents related to the complaint, etc.

- To open a new case in the DCTS, select **New** from the **Cases** tab.



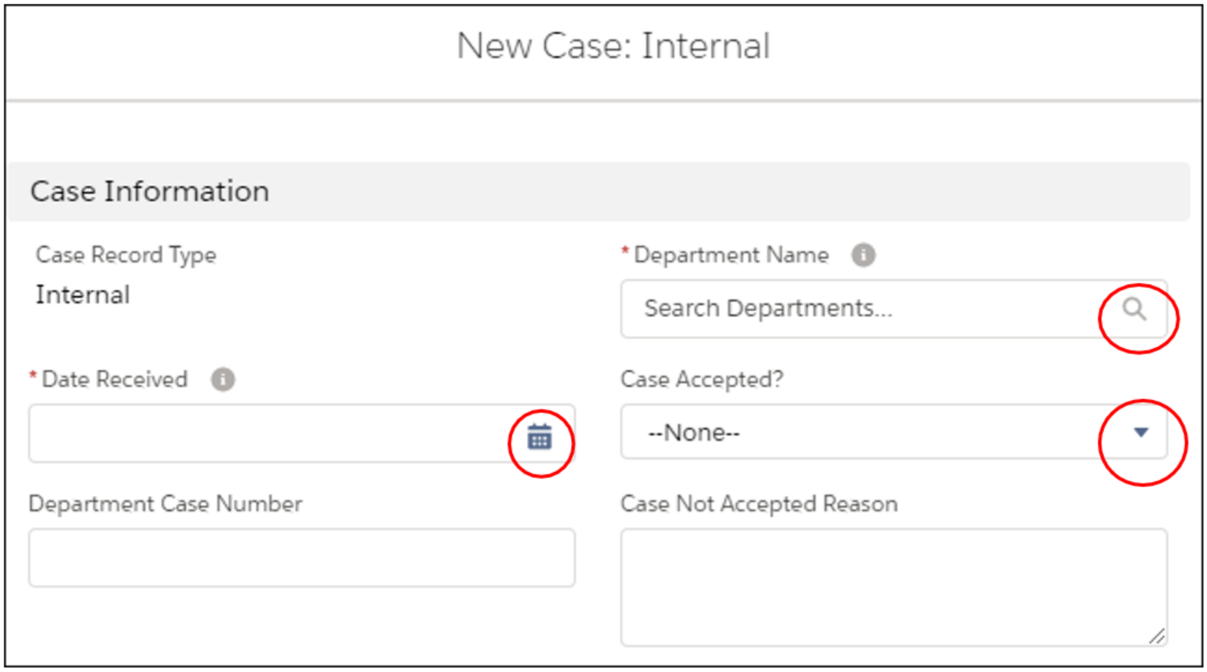
A Case must be opened when your department receives **any** complaint of harassment, discrimination, retaliation or denial of reasonable accommodations, whether formal or informal. Remember: There is no such thing as an "off-the-record-complaint". All **EEO** complaints received must be entered.

- The **New Case** box will appear. Select your **Case record type (Internal, Management Inquiry, Anonymous, CRD, EEOC, or Other)** and select **Next**.



The Case Record Type "**Internal**" should be selected for any EEO complaint originating within a department. This includes verbal complaints and complaints in which the respondent or the complainant may not be a department employee. The Case Record Type **"Other**" should only be selected if the EEO complaint does not fall within the existing Case Type categories. Examples include discrimination grievances filed under bargaining unit contract provision and federal level EEO complaints such as those from federal Department of Labor.

A screen similar to the one below will be displayed:



☐ **Department Name** – Select your department.

☐ **Date Received** – Choose the date the complaint was received by the department, in verbal or written form.

☐ **Case Accepted?** - Select Yes if the complaint is accepted and will be investigated. Select No, if the complaint is not accepted (does not meet prima facie) and will be not investigated.

When prima facie is not established, or there is no EEO jurisdiction, you will select **No** under **Case Accepted**. These complaints should be entered into the system but closed after required information is added to the system. For information regarding closing a case when it is not accepted, see Information Required to Close a Case.

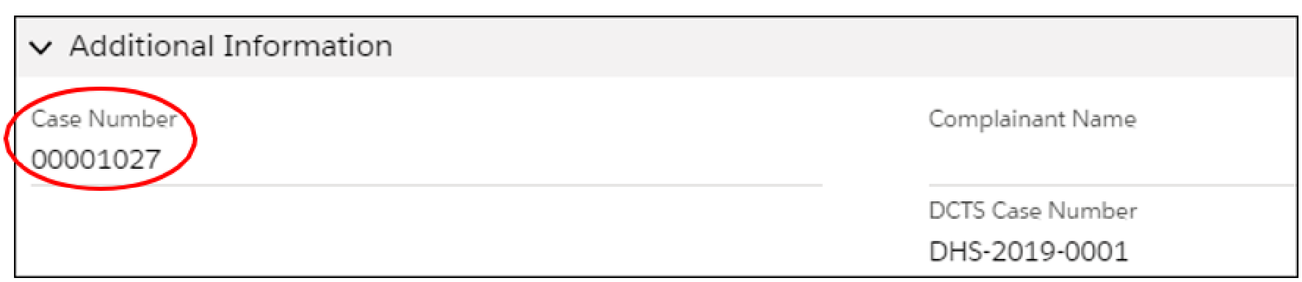
- If the case is not accepted, you must enter an explanation into the **Case Not Accepted Reason** field.
- If you use internal department case numbers, you may enter that text in the **Department Case Number** field.

Data can be entered into the DCTS in any order once a new case is opened. It is recommended that you open your case after the intake meeting with the employee or after you determine whether or not you will be accepting the complaint as an EEO case. **Additional case information should be entered into the DCTS on an ongoing basis and should reflect the actual timelines of your cases.**

You have entered the fields required to open a new case. Once you select **Save**, your new case will be added to the DCTS. A confirmation message will appear at the top of the screen, and you will be navigated to the record page for your newly created case.

A **Case Number** is automatically generated by the system when a new case is saved. The Highlights Panel displays fields that summary your case. Case Numbers start at 00001000 and increase sequentially for cases entered statewide. This is the number that will appear on most screens to track your cases. If you scroll down to the Additional Information section, the Case Number is displayed, and you will see the DCTS Case Number. The DCTS Case Number is for CalHR reference.

If you scroll down, the Case Number is also listed in the Additional Information section, and you will see the DCTS Case Number. The DCTS Case Number is for CalHR reference.



If the information you entered on a screen does not show on the list view, you may need to refresh the screen by selecting to the left of the web address or pressing **F5** on your keyboard. **Important: Refresh regularly!**

Add Data to an Open Case

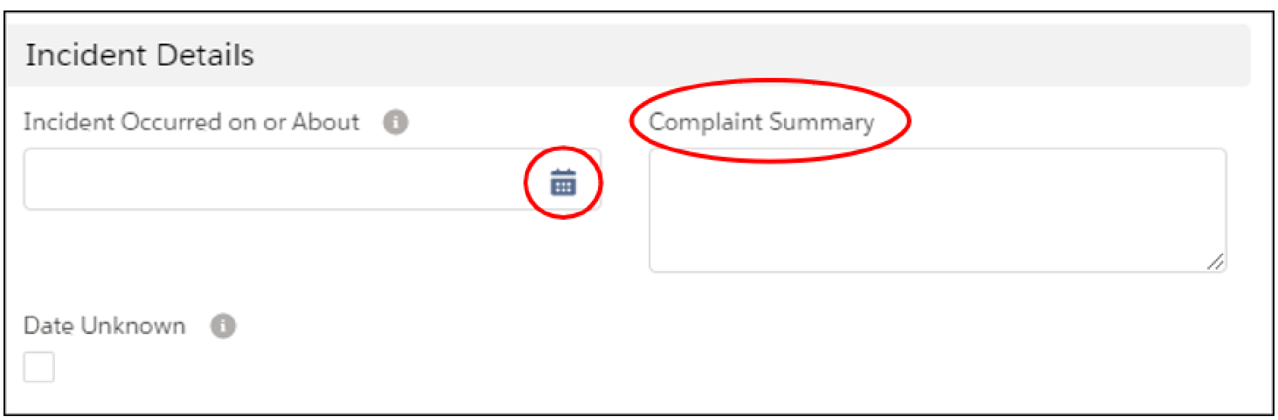
Once you have opened a case, you may choose to add additional information or enter at a later date. If you return at a later time to enter information, you will select your case from the **Cases** tab, and the **case record** will open. To add additional information, select the **Edit** button in the top right area of the record page to enter edit mode.

Enter Incident Details

- ☐ If the date of the incident is known or an approximate date is known, select the calendar icon under **Incident Occurred on or About** to select a date. You may also enter the date using the mm/dd/yyyy format. If the complaint includes multiple incidents, enter the date of the most recent incident.

- ☐ If the date is unknown, you will leave the date field empty and select the **Date Unknown** checkbox. You must enter either a date or check the date unknown box, but you cannot enter both.

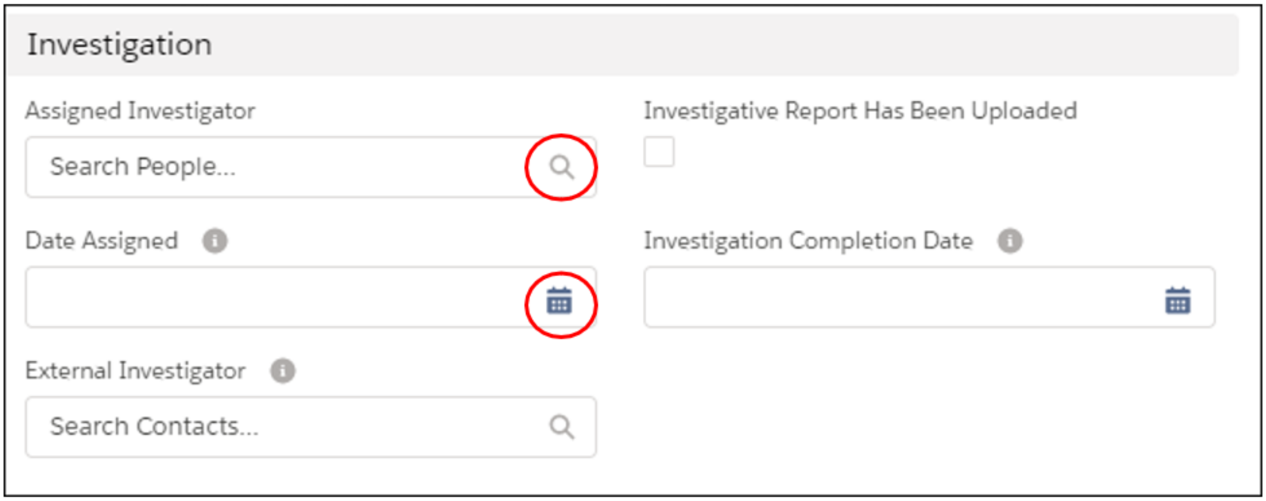
- ☐ In the **Complaint Summary** text box, you will summarize the Complainant's reported incident/harm. Type in the summary of the reason for the complaint as described by the Complainant. If there were ongoing incidents, enter the date of the last incident reported and summarize the nature of the ongoing incidents reported. Please keep in mind that this field is limited to 255 characters.



Assign an Investigator

- ☐ To assign an internal investigator, use the **Assigned Investigator** lookup field to search for the name of the investigator you wish to add. Type in the first few letters of the investigator's name and the names of your investigators with those letters in their first name will list. Select the correct name.

- ☐ In the **Date Assigned** field, add the date you have assigned the investigator, from the calendar lookup.

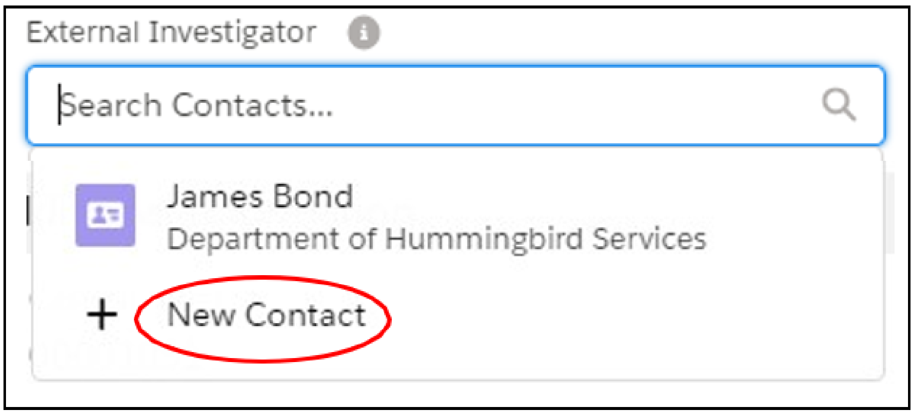


When an assigned investigator leaves in the middle of an investigation it will be necessary to assign a replacement. Choose a new investigator from the **Assigned Investigator** field. Change the **Date Assigned** field in the system. This will allow the newly assigned investigator access to that case. The previous investigator will no longer have access to this case.

Before an EEO Investigator is assigned to a case, only the EEO Officer and EEO Manager user types will have access to the case information. Once you **assign an investigator**, an email will be sent to the investigator notifying them that they have been assigned to investigate the complaint. At this point the EEO Officer, EEO Manager, *and* the assigned Investigator are able to view, enter, and edit information for the case. The user who opened the case is called the **Case Owner**, and when an investigator is assigned, the investigator becomes the Case Owner. This will allow the assigned investigator access to view and enter information into the DCTS for that case.

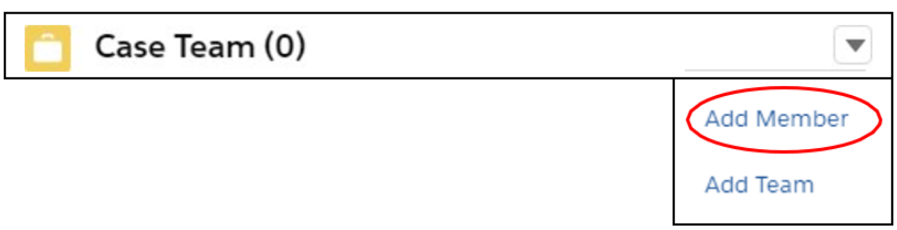
Assign a Non-State Investigator

- ☐ If your department uses **Non-State Investigators**, place your cursor in the **External Investigator** lookup field.
- ☐ Select **New Contact**. In the New Contact box, enter the External Investigator's information. Required fields are **Name** and **Department (complainant's department)**. If an external investigator's contact information was added for a previous case, that investigator will show up as a contact option. You may select this investigator from the drop-down and do not need to enter the contact details again.



Assign an Additional Internal Investigator

- ☐ If more than one internal investigator needs access to the data for the case, you will use the **Case Team** component, located in the right panel of the **case record page**. Select **Add Member** from the drop-down menu.

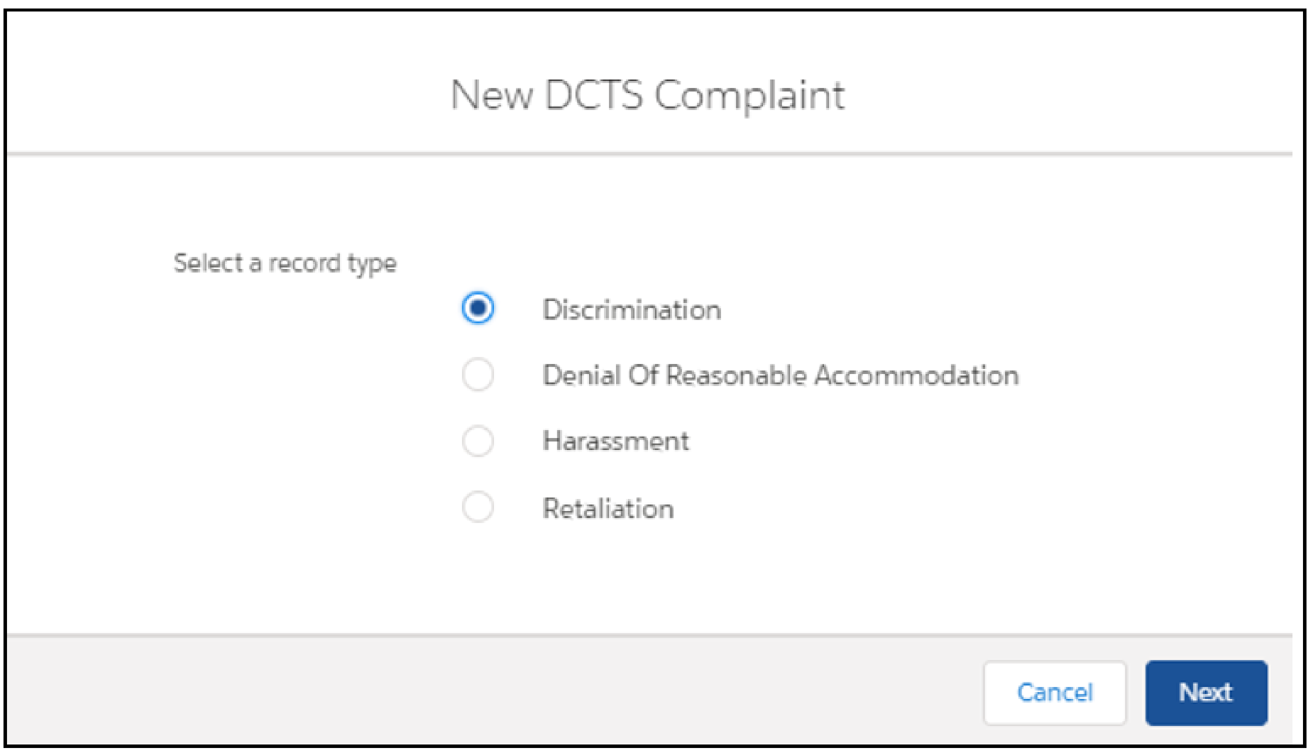


- ☐ Use the **Search** lookup field. Type the first few letters of the investigator's name. Select the investigator and **Save**.
- ☐ The additional investigator will be listed in the **Case Team** box and may now view/enter/edit information for the case.

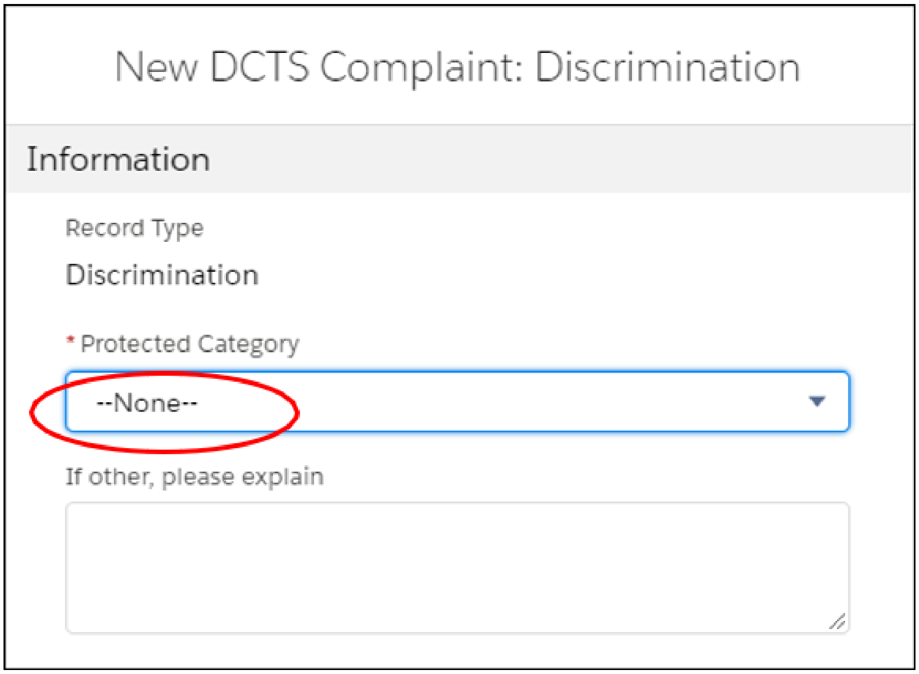
Enter a Complaint Type and Protected Category

Select the **Complaints** sub-tab and select **New**.

- Select the **New DCTS Complaint** record type **(Discrimination, Denial of Reasonable Accommodation, Harassment, or Retaliation**). Select **Next**.



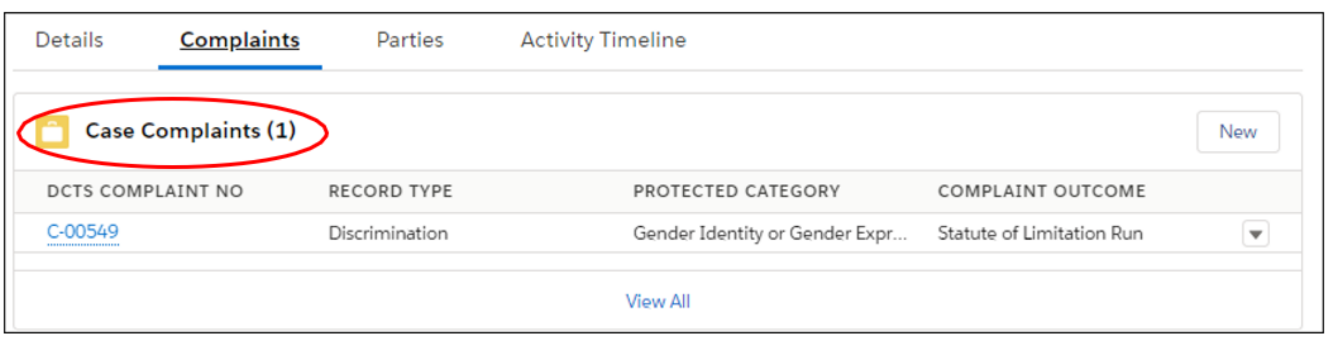
- The New DCTS Complaint screen for the record type you chose will open. Select the protected category associated with the complaint (with the exception of Retaliation).



- If you choose **Other** under Protected Category, the system will require you to enter an explanation in the field, **if other please explain**.

  You may notice that this is also the screen where you will enter **Complaint Outcomes**. If you do not have outcomes at this point, you will return to this screen to enter them at a later time.

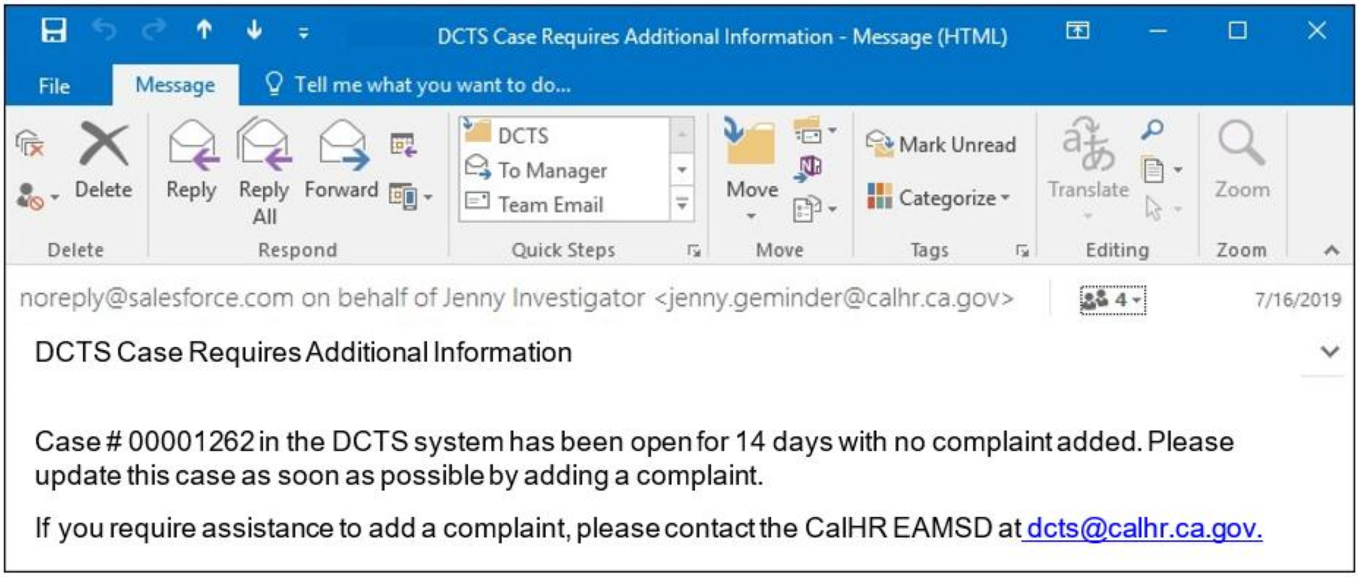
- Select **Save.** The complaint and protected category you added will be reflected under the **Case Complaints** list view. If there is more than one complaint/protected category, you may select **Save & New** to add another Complaint record.



If the information you entered on a screen does not show on the list views, you may need to refresh the screen by selecting the refresh option to the left of the web address or pressing **F5** on your keyboard. **Important: Refresh regularly!**

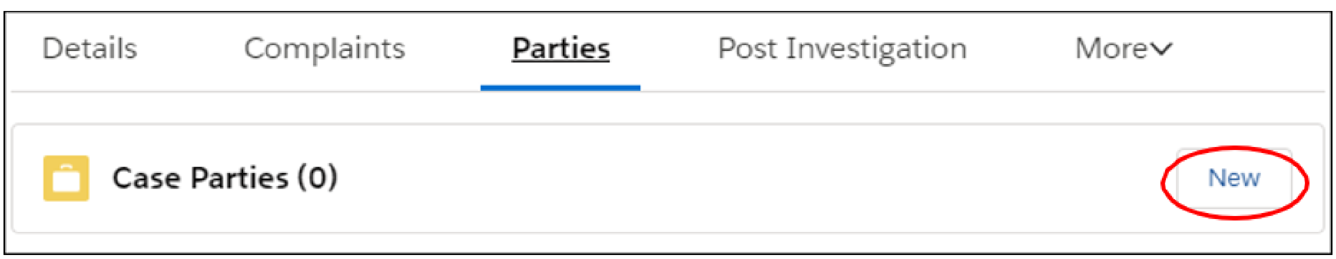
Reminders to Enter Complaint(s)

Complaint information should be added within 7 days of opening an accepted case. To keep case entry on schedule, the case owner (the user who opened the case or the investigator if an investigator was assigned) will receive reminders. Reminder emails will be sent after 7 days, and again after 14 days if a case was opened but complaint information was not entered.



Add Parties

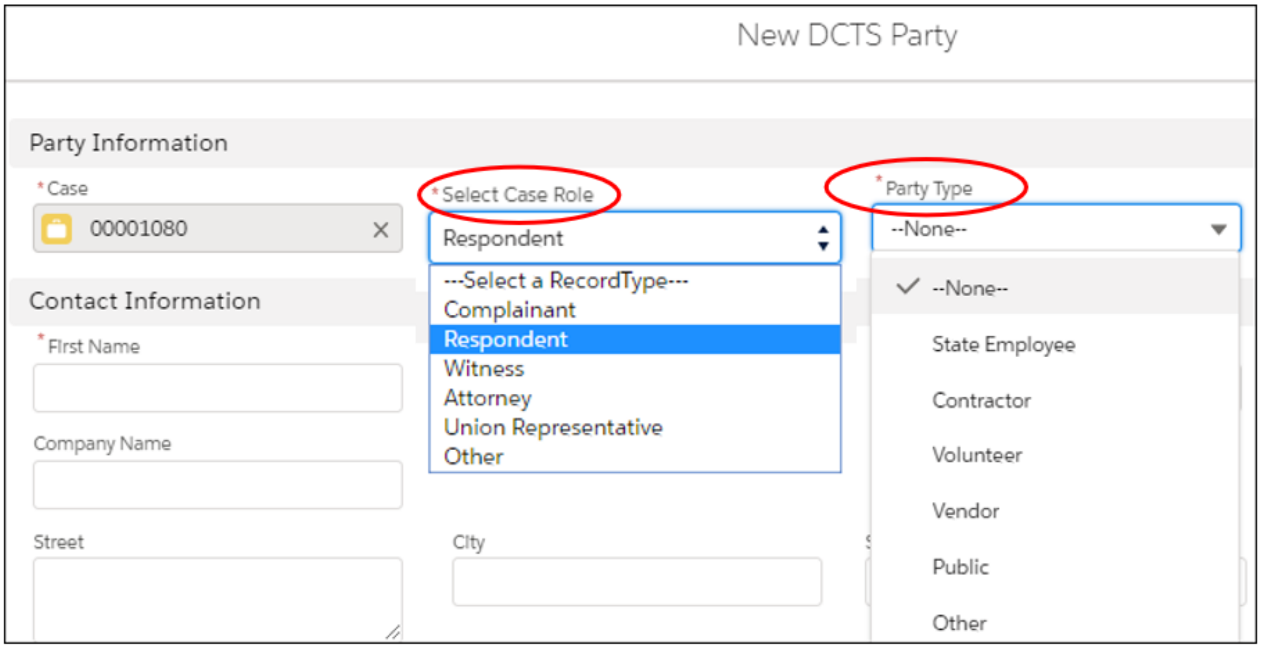
Select the **Parties** sub-tab and select **New**.



- ☐ Select the **Case Role**. Choose from **Attorney, Complainant, Other, Respondent, Union Representative, or Witness** from the drop-down.

- ☐ When Case Role is Complainant, Respondent, or Witness, you will need to choose the **Party Type**. Select the drop-down menu and choose from **State Employee, Contractor, Volunteer, Vendor, Public, or Other**.

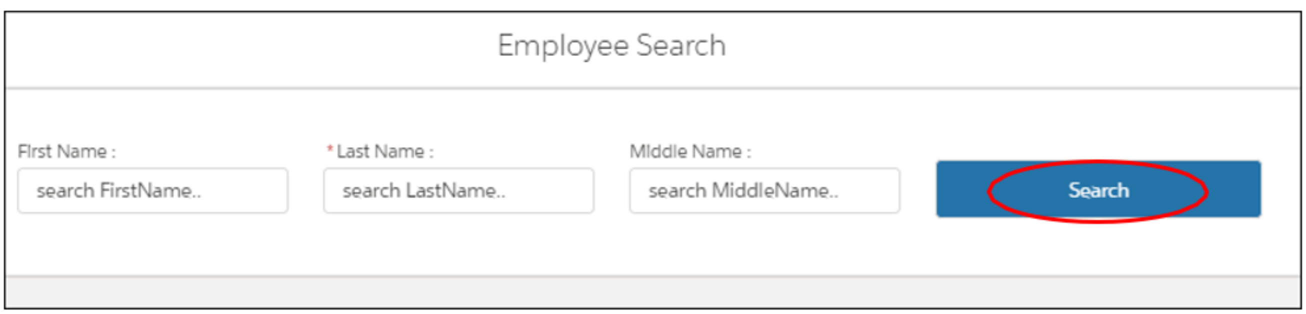
  The use of "Other" as a Party Type is the appropriate choice for a state employee who works for another state department or is a previous employee of your department. In the "Other Party Type" field, please enter "employee of (other department name)" or "previous department employee". Please note, this may occur more frequently where there are multiple departments working together at one worksite.



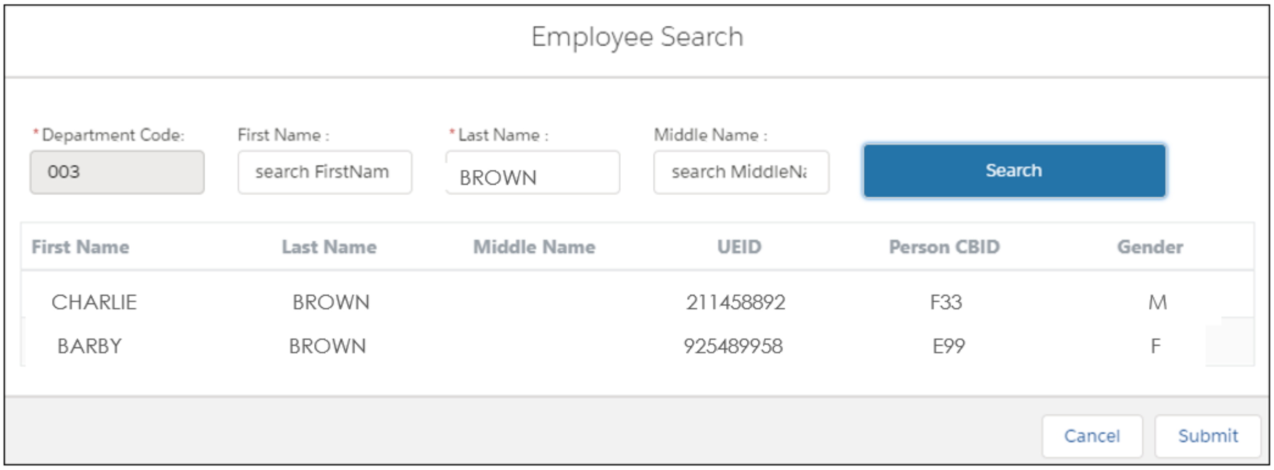
- ☐ If you choose **State Employee** as your Party Type, select Lookup State Employee

  The use of the **Lookup State Employee** button is *required* when inputting parties that are state employees.

- ☐ The **Employee Search** box will open. At a minimum, type in the state employee's last name and select **Search**. Including the first name will narrow your search.



- ☐ Select the employee's name to highlight your choice and select **Submit**. The party contact information is updated from the Employee Core Record system. Completion of the remaining fields allows you to track and maintain employee contact information.



If you are having difficulty finding one of your employees using the **Lookup State Employee button**, try to look up the employee by searching for the first few letters of the employee's last name.

If the Lookup is still unable to find your employee, the employee may have had a name change, or no longer works for the department. The employee could be new, and it may take several months for new employees to be found within the system. **Please check with your Human Resources Office to verify the spelling, be sure you have the employee's current first and last name, and determine if the employee may be new and not in the system yet.** Try the look up again.

The system information is connected to the Employee Core Record at the State Controller's Office. Therefore, it should be accurate, and the name you have may be incorrect. If you are still unable to find an employee in the system, please investigate further with your Human Resources Office to find the error. If necessary, the Human Resources Office can check the employee's social security number to verify that it matches the Employee Core Record.

- ☐ If the party is a Peace Officer, select the **Peace Officer** check box.

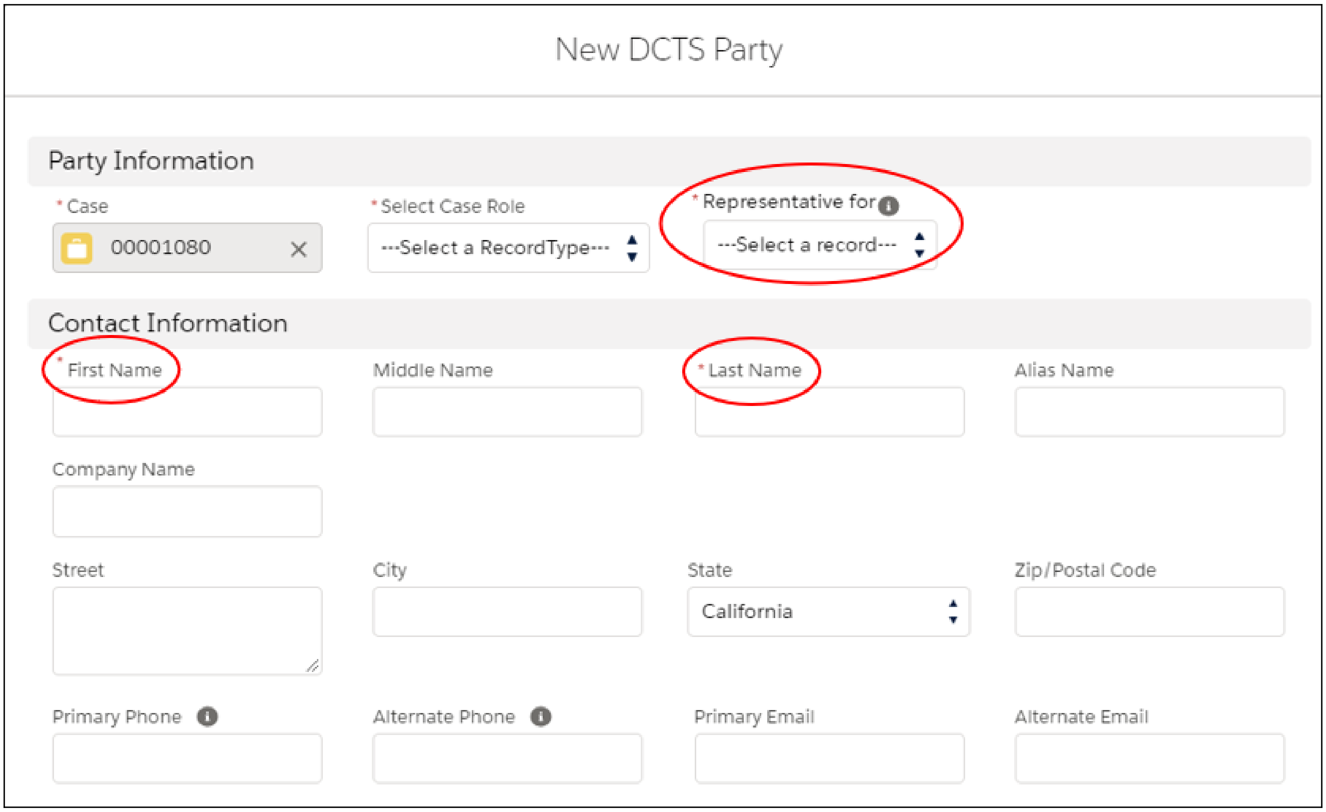
- ☐ Select **Save** to return to the case record page. Or, to add another case party, select **Save and New**.

Adding Representatives

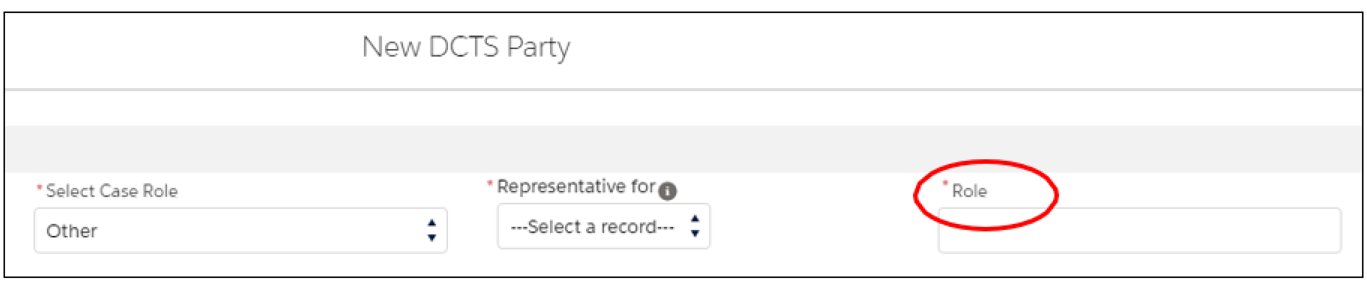
If you choose **Attorney, Union Representative, or Other** as the case role, you will need to choose who this party represents, such as the name of the Complainant, Respondent, or Witness previously added.

You must add a Respondent or Complainant before adding an Attorney, Union Rep, or **Other**. Otherwise, you will not be able to choose the name of the party the Attorney, Union Rep, or **Other** representatives in the **Representative for** drop-down.

☐ For an **Attorney, Union Representative, or Other** Representative, you are required to enter the first and last name.



☐ If your Case Role is **Other**, the **Role** field will appear. In this field you will describe the party's other role by writing an applicable description, for example, "Respondent's friend."



Important: Refresh regularly!

Select ↻ to the left of the web address or press **F5** on your keyboard.

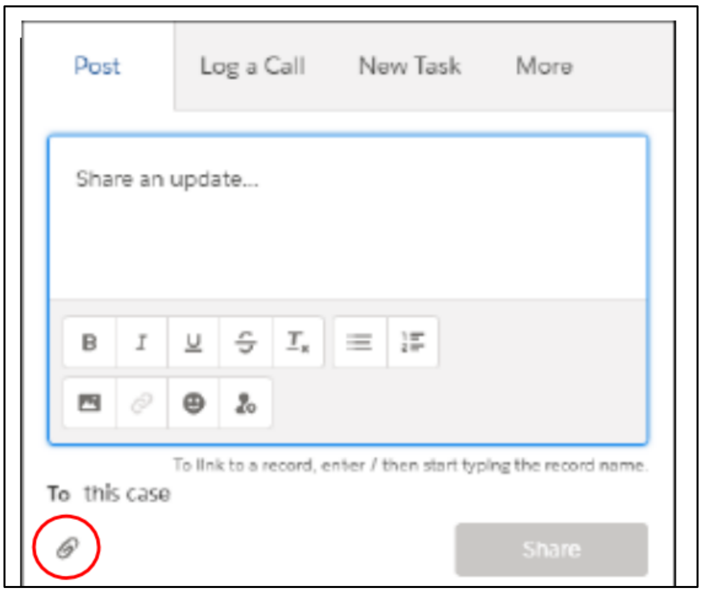
Uploading Files

Files may be uploaded and attached to a case. Accepted file formats include Microsoft Word, Excel, PowerPoint, PDF, Email, Image, Audio, and Video.

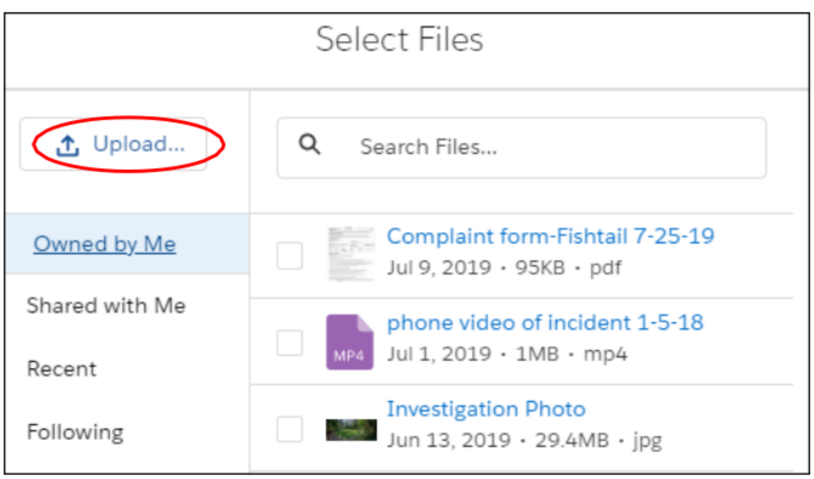
The DCTS **requires** that the case document/complaint form, final investigative report, or the Right to Sue Notice are uploaded. Other items you may want to upload for paperless tracking are files containing evidence, closure letters and other correspondence with the parties, notes, and settlement/judgement documents.

- To upload a file, place your cursor in the **Share an update…** text box under **Post** in the chatter feed. Type in a description of the file you will upload.

  The attach icon will appear. Select on the icon.

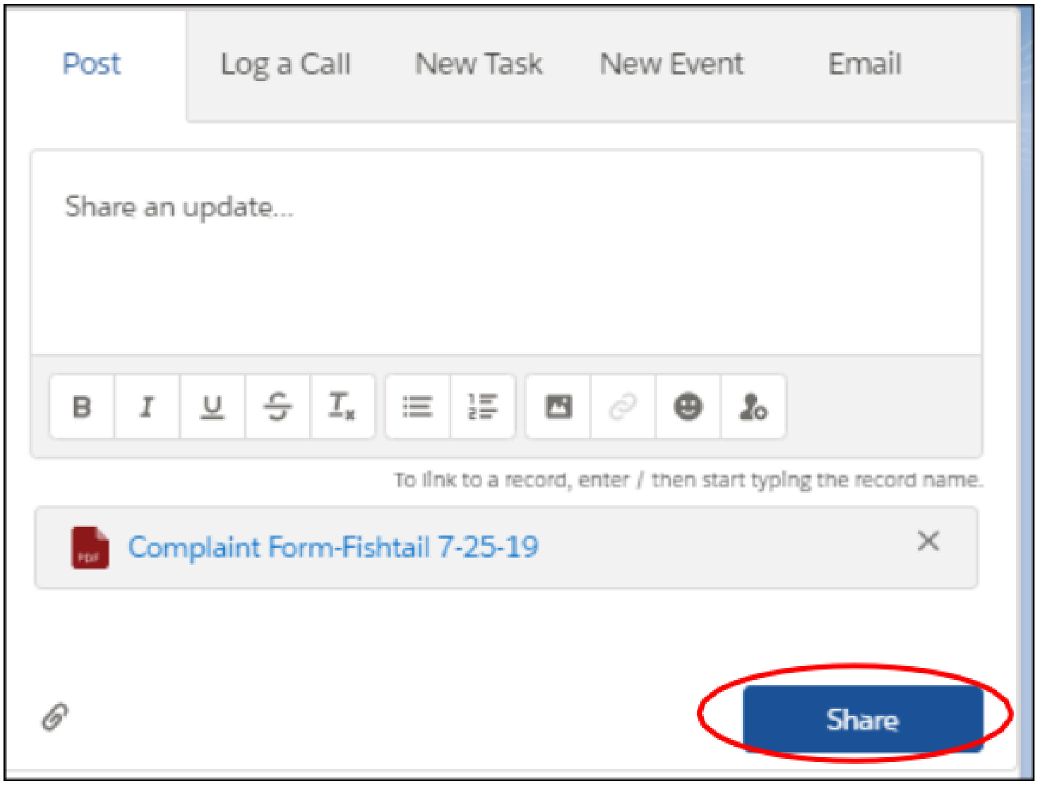


- The **Select Files** box will open. (Salesforce officially refers to this as the File Uploader)



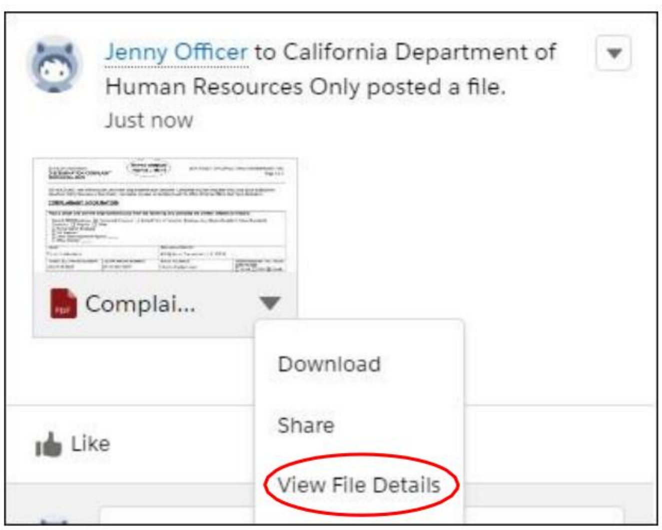
- Select the **Upload** button and your computer's files will open up in File Explorer.

- Select the file you will upload. The file you intend to upload will be displayed above the attach icon. **You must select Share** to finish attaching the file to the case. Note: To upload multiple files at one time, hold down the CTRL key while selecting multiple files and then select **Open**.

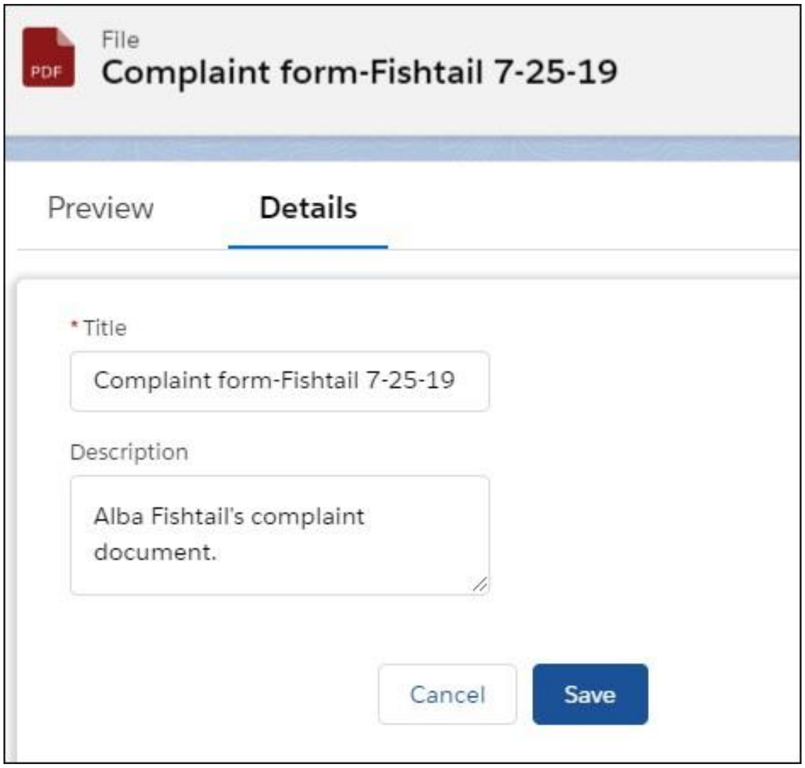


- Your file will show in the chatter feed. A date and time will show when you post the file.

- After your file is uploaded, you may access additional options by selecting the drop-down arrow at the bottom of the file. To change the file name and add text to detail what the file contains, select **View File Details** from the drop-down menu.



- Open the Details tab. To change the title of the file and add a description, select the line-edit icon on the screen. When you have finished editing, select **Save**.



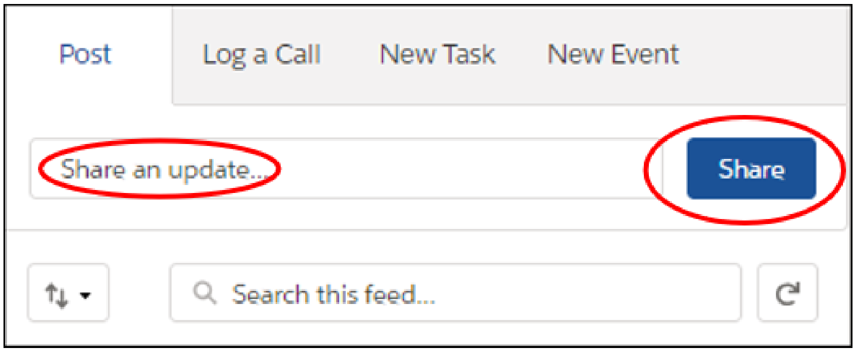
TIP: We recommend that files uploaded into the DCTS are named consistently so that the EEO Officer, Manager, Investigator, and CalHR can easily identify the file contents. Common file naming conventions that use a concise descriptive title and have a relevant date associated with the file are recommended.

Should you not already use a file naming convention, suggested file naming conventions for the DCTS are:

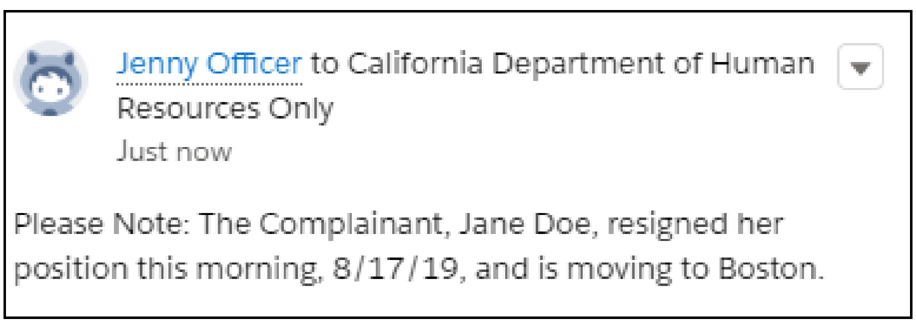
Naming Convention:	**Example:**
Complaint Form-[Name]-[date]	Complaint Form-JSmith 1-15-19
Evidence-[item description]-[date]	Evidence-Email 6-21-19
Final Report-[complainant name] [date]	Final Report-JSmith 6-22-19
Closure letter-[agency] [date]	Closure Letter-CRD 9-5-20
Settlement-[Name]-[date]	Settlement-JSmith 1-5-21

Adding Notes to the Case

- ☐ Under the **Post** tab of the case feed, put your cursor in the **Share an update…** field.



- ☐ The **Share an Update…** textbox will expand. Type in or post notes about the case and select **Share**.
- ☐ Your note will save in the feed and will be stamped with the date and time the note was saved/shared. Your note about the case will be visible to all users with access to the case.
- ☐ To search for a particular note, enter a keyword or phrase into the search box labeled **Search this feed**, then hit enter on your keyboard. All notes containing the keyword or phrase will appear in the feed below.



Entering External Cases

The CRD/EEOC has received a complaint and initiated an inquiry/investigation. The department receives a complaint from CRD/EEOC.

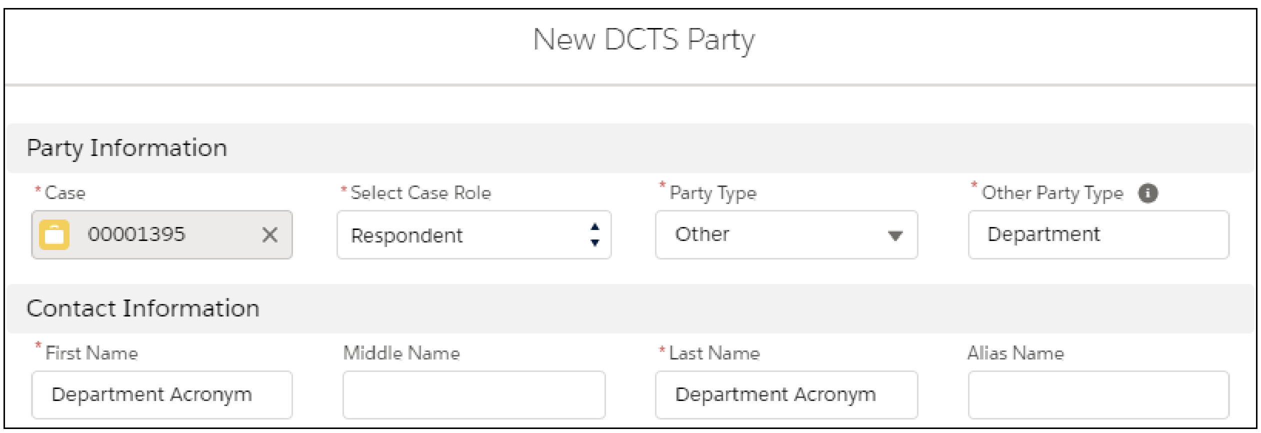
- ☐ Open a new case in the DCTS.

- ☐ Select the case type CRD or EEOC. For an external case, you will always select *Yes* for **Case Accepted**, with the exception of when an immediate right to sue notice is received, in which case you will select case not accepted.

- ☐ Enter the name of the investigator who will be investigating and/or drafting the response to CRD or EEOC, and enter the date the investigator was assigned.

- ☐ Upload the CRD or EEOC complaint as your **Complaint Document**.

- ☐ If the complaint does not list a Respondent, and the respondent is your department, select *Other* for the **Party Type** and then type in the name of your department in the **Other Party Type** field. The DCTS requires you to enter a **First Name** and **Last Name**; you may use the acronym for your department in both.



☐ Respond to the complaint within the time requested.

☐ Wait to hear back from CRD/EEOC after you respond. During this time, the DCTS case should remain open.

☐ Enter the compliant **Outcome(s**) when the CRD/EEOC response is received.

☐ Upload the response from CRD/EEOC as the **Investigative Report**. When no determination is made in a **Determination of Charge** notice, and it includes a **Notice of Right to Sue,** upload this document and select **RTS Notice Has Been Uploaded** instead of the **Investigative Report.**

☐ Complete other required fields, review your entries, and close the case.

This process applies if the CRD/EEOC notice received is your department's first notice of the complaint, or if your department receives both an internal complaint and a CRD/EEOC case at approximately the same time from the same complainant. If you receive both, you will enter each separately, one Internal case and one External case.

Notes:

- If the Department receives a notice that the complainant has filed with one external entity, and the notice states that the complaint has been automatically **cross filed** with CRD or EEOC, you will only enter **one** case and choose the case type of the agency you are required to respond to. You will only enter **two** cases, one CRD case and one EEOC case, if you receive notices from both agencies that the complainant has **dual filed** a complaint with both. In this case you would receive notices from and be required to respond to both agencies.

- If you have previously entered the complaint as a case in the DCTS, finished your investigation, and closed the case, and then you receive an external complaint, you will add the CRD/EEOC complaint received as a **Post Investigative Activity**.

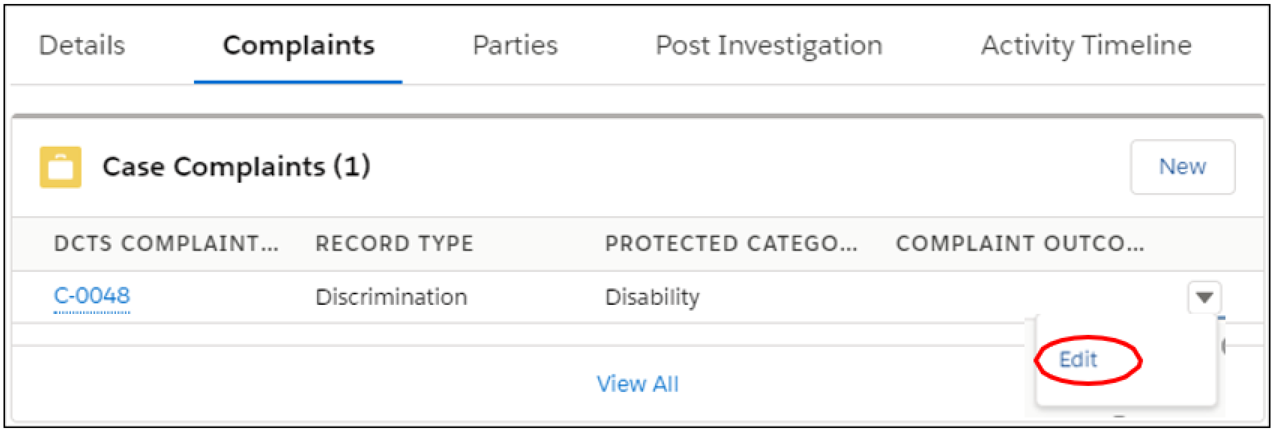
- If you would like the system to document approval of a response to CRD/EEOC, you can use the email function inside the DCTS. The draft response may be attached to an email sent from inside the case, and when an EEO Manager or EEO Officer sends an email back from inside of the case approving the draft, the system will track this approval in the **Chatter Feed**.

- If an employee files a complaint with CRD/ EEOC and it was **mediated** and a mediation agreement/settlement was negotiated, you may use the date the agreement/settlement was finalized as the investigation completion date, and upload the agreement/settlement document as the Final Report. Immediately close the case in DCTS and enter the agreement/settlement information.

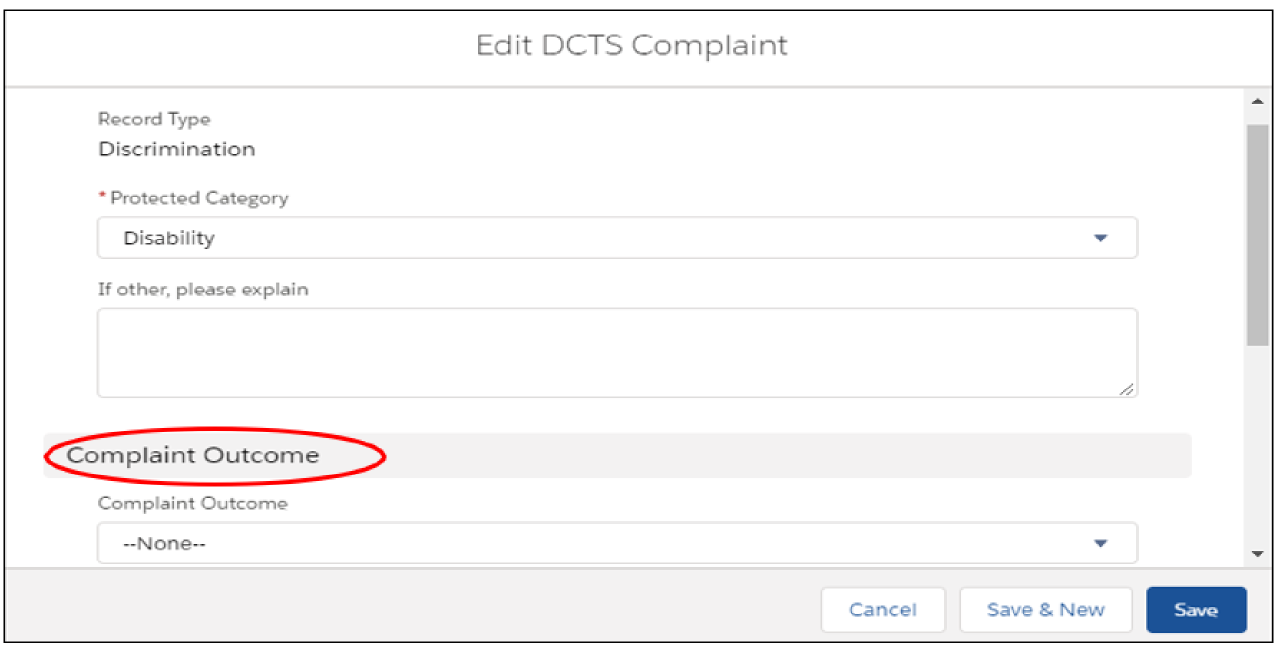
Enter Outcomes

When the investigation is complete and the final investigative report is approved, you will enter the investigation outcomes into the DCTS.

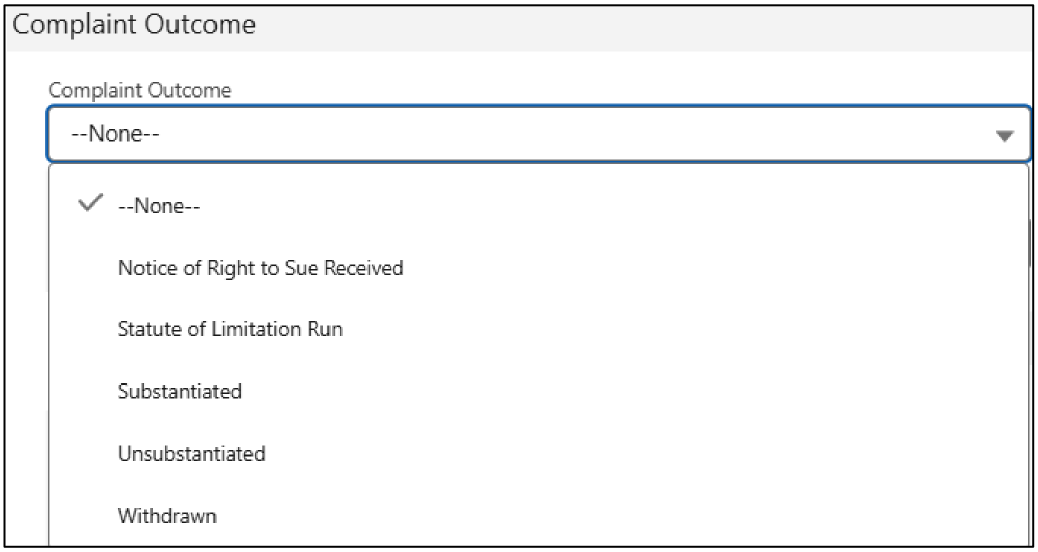
- ◻ Open the case and navigate to the **Complaints** sub-tab. Select **Edit** from the drop-down menu for the corresponding complaint.



- ◻ Find the **Complaint Outcome** section, located toward the bottom of the Edit DCTS Complaint screen.



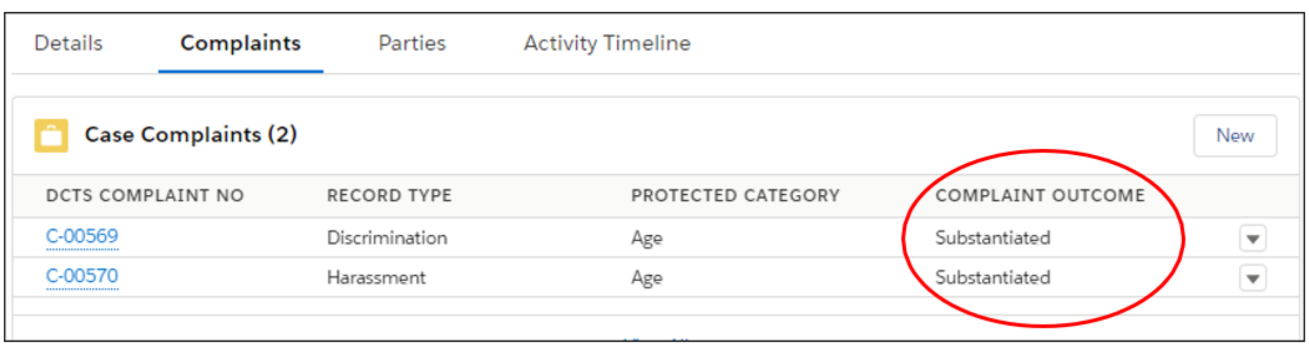
- Select the drop-down arrow in the Complaint Outcome field and choose **Statute of Limitation Run, Substantiated, Unsubstantiated, Notice of Right to Sue Received,** or **Withdrawn.**



- The **Notice of Right to Sue Received** complaint outcome can only be entered in external cases from CRD or EEOC.

- If **withdrawn** is selected for the complaint outcome, the DCTS will require you to enter a reason into the **Reason Withdrawn** field that explains the circumstances in which you are approving the withdrawal of the complaint.

- **Save** will return you to the **Complaints** list view, and a confirmation message will confirm that the outcome was saved. The outcome will be displayed in the **Case Complaints** list view.



Repeat this process to enter outcomes for all complaints associated with the case.

Important: Refresh regularly! Select the refresh option to the left of the web address or press **F5** on your keyboard.

Close a Case

Information Required to Close A Case

Tip: Copy this page and post as a tool to remind you which fields are required.

Case Accepted

Case Details

- **Case Type:** Internal, Anonymous, External (CRD, EEOC) Management Inquiry, Other
- **Date** Complaint **Received**
- **Department Name**
- Case Accepted is **Yes**
- **Incident Occurred** on or **About** or **Date unknown** selected
- **Assign Investigator** or External Investigator
- **Date Investigator Assigned**

Complaints

- **Complaint Type:** Discrimination, Harassment, Retaliation, Denial of RA
- **Protected Category** for each selected complaint type
- **Outcomes:** Substantiated, Unsubstantiated, Withdrawn, Statute of Limitations Run, Notice of Right to Sue Received

Parties

- **Respondent** required for all case types
- **Complainant** name required except for Anonymous or Management Inquiry case types.
- **Party Type** required: State Employee, Volunteer, Vendor, Contractor, Public, Other
- If state employee, **lookup** required

File Upload

- Upload **Complaint Document** and **select** Complaint Document Has Been Uploaded
- Upload **Investigative Report** and **select** the Final Report Uploaded **box**, or
- Upload **Right to Sue Notice (RTS)** and **select** the RTS Notice Document Has Been uploaded box.

Details Screen

- **Investigation Completion Date** Note: All of the required fields above must be entered before the Investigation Completion Date is entered
- Officer or Manager- Select **Close Case** or change **Status** to Closed
- Investigator- Select the **Submit for Approval** button and the approval process will begin.

Case Not Accepted

Case Details

- **Case Type:** Internal, Anonymous, External (CRD/EEOC), Management Inquiry, Other
- **Date** Complaint **Received**
- **Department Name**
- Case Accepted is **No**
- **Reason Case not Accepted**
- **Incident Occurred** on or **About** or **Date unknown** selected

File Upload

- Upload **Complaint Document** and **select** complaint document uploaded **box**

Details Screen

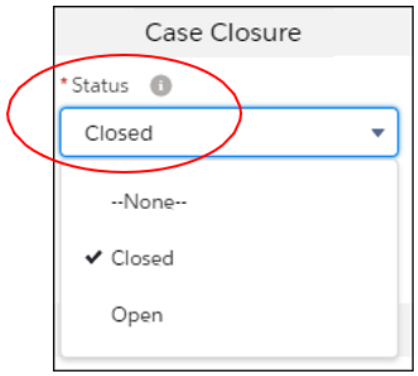
- Officer or Manager- Select **Close Case** or change **Status** to Closed
- Investigator- Select the **Submit for Approval**
- button and the approval process will begin.

Note: When 'Other' is selected in DCTS, User is required to enter explanation.

Important: Once a case is closed, it cannot be reopened!

EEO Officer or EEO Manager User as Case Owner

Entry requirements to close a case differ depending on the user type and whether or not it was accepted. On the **Details** screen, change the **Status** of the case from **Open** to **Closed** and **Save** or select the **Close Case** button.



Please note that if you are missing required information, error messages will display to explain what needs to be added in order to close the case.

Important: A case record cannot be changed from 'Closed' to 'Open' status! For this reason, please ensure the data entered into DCTS is correct before you close a case.

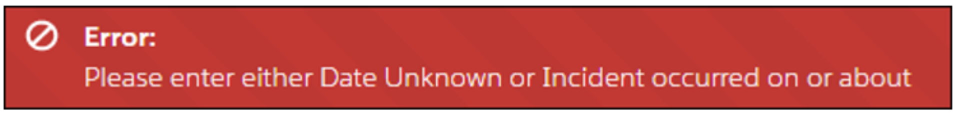
If you have closed a case and are unable to enter important information, use the notes function to add additional information to the case. For more information reference adding notes to a case.

Investigator as Case Owner - The Approval Process

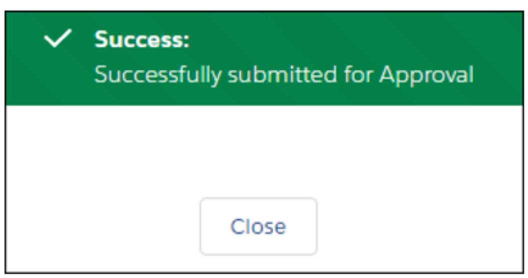
Only the EEO Officer or EEO Manager are approved to close a case directly. Upon user set up, an EEO Officer or EEO Manager will be assigned as the designated approver in the DCTS. When the EEO Investigator user enters case information into the DCTS, the Investigator must submit the case to the Officer or Manager for closure.

When the investigation is complete and the final investigative report is approved, the EEO Investigator should review entries in the DCTS to ensure that all of the required information has been entered and required documents have been uploaded. To review what fields and files are required, Information Required to Close a Case, Page 30.

Please note that if you are missing required information, error messages will display to explain what must be added to submit the case.



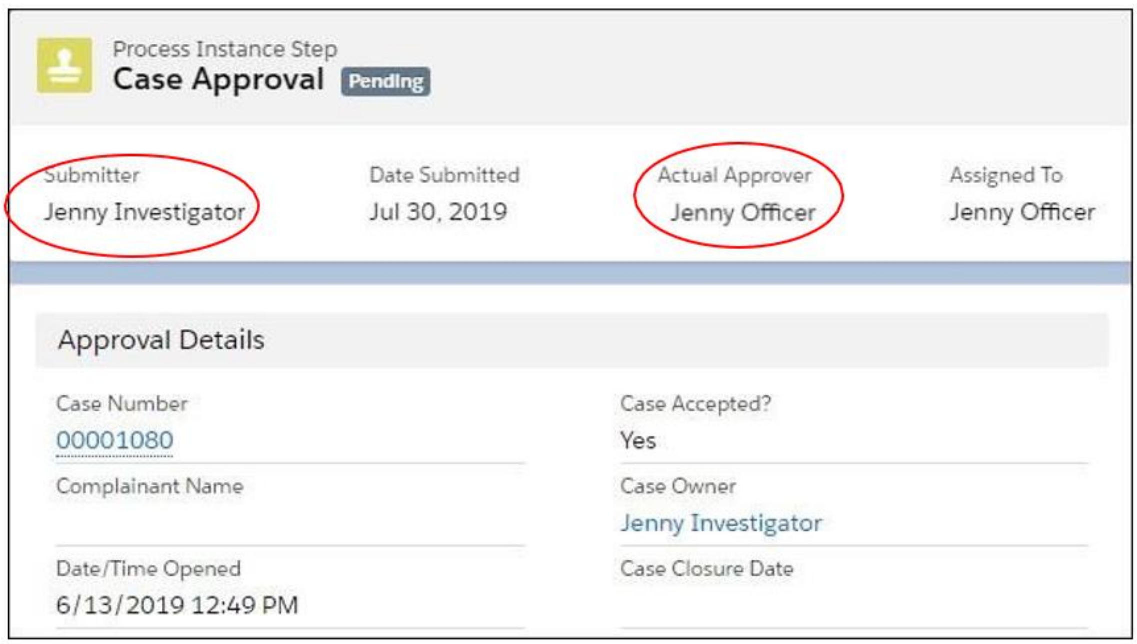
- The investigator must select the **Submit for Approval** button at the top right of the case record page.



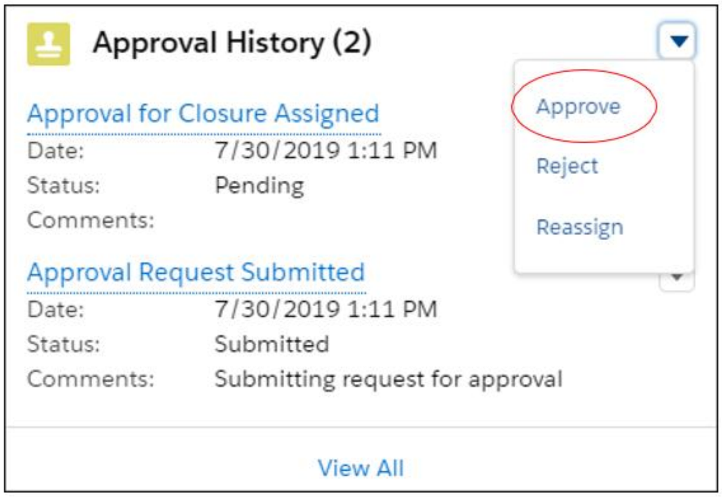
- Once the Investigator selects the **Submit for Approval**, the DCTS notifies the EEO Officer/ Manager that the case is pending closure. The approver will receive an email notifying them that a case has been submitted for their review.
- Once the case is submitted, it will be locked from further edits by the investigator unless rejected by an approving EEO officer or manager. The case number will be listed on the approver's **Home** page under **Items to Approve**. Upon review, the case may be **Approved, Rejected**, or **Reassigned** to a different approver.

- The approver will select the case number the system will navigate to the **Case Approval** screen. The approver may also select the link they received in the email to navigate to the link they received in the email Case Approval screen after logging in.

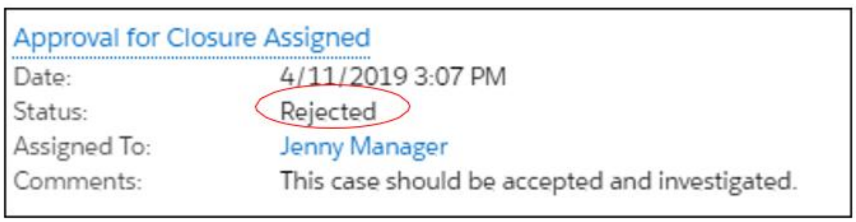
This screen contains case summary information the approver may select the case number to navigate to the Details subtab for the case.



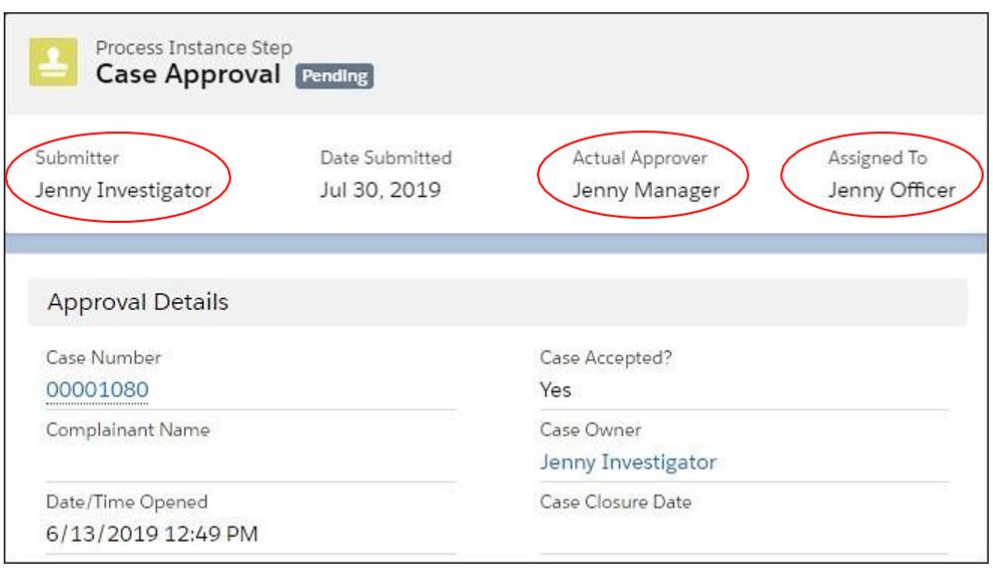
- The designated approver will close the case by selecting **Approve** from the drop-down menu on the **Approval History** component on the case record page. Confirmation of the approval will appear, and the case will auto close.



□ If the closure is **Rejected**, the approver may choose to enter details in the text box that will appear. The investigator will receive a notification and may read these details indicating what needs to be changed or added in order for the case to be closed. The case will unlock, and after the needed case edits or entries are added, the investigator must select the **Submit for Approval** button to resubmit the case.



□ If the designated approver receives a request for closure, they may also **Reassign** the case. They may reassign the case to an EEO Manager if they want that manager to have closure rights to that case. A notification email will be sent to the manager reassigned to review and determine if the case may be closed.



Closed Case Entry and Edits

Tip: Copy this page and post as a tool to remind you which fields may be edited after case closure.

Information that may and may not be entered/edited after a case is closed:

Closed Cases-User **cannot edit:**

- Case Type
- Department Name
- Date Received
- Department Case number
- Case Accepted
- Case Not Accepted Reason
- Status
- Case Closure Date
- Assigned investigator/External Investigator/ Date Assigned
- Investigation Completion Date
- Complaints/ Outcomes
- Case Incidents
- Case Parties

Closed Cases- User **can edit:**

- Actions taken against Respondent
- Post Investigation Activities
- Upload documents
- Notes and Comments

Post Investigation Screen Fields Actions

Taken Against Respondents

- **Action Type** : Corrective, Disciplinary, None, Other, Referral to Law Enforcement, Referral for Action
- **Action Date**
- **Action Details**
- **Respondent** Name
- **If Disciplinary:** Dismissal, Suspension Reduction in Salary, Demotion, Other
- **If Corrective:** Corrective Action, Training, Other
- If **Other** or **None**, **Other Action Taken** or **If None, please explain**

Post Investigation Activity

- **Activity Type:** Filed with DFEH, Filed with EEOC, Lawsuit Filed/Judgements, Other, SPB, Settlement
- If filed with DFEH and EEOC: **Date Received, Response Date**
- **Date of Resolution**
- **Resolution Type:** Monetary, Non-Monetary, Both, None
- If Monetary, **Resolution Amount**
- **Terms of Resolution**
- If Other, **Other Post Investigation Activity**

Post Investigation

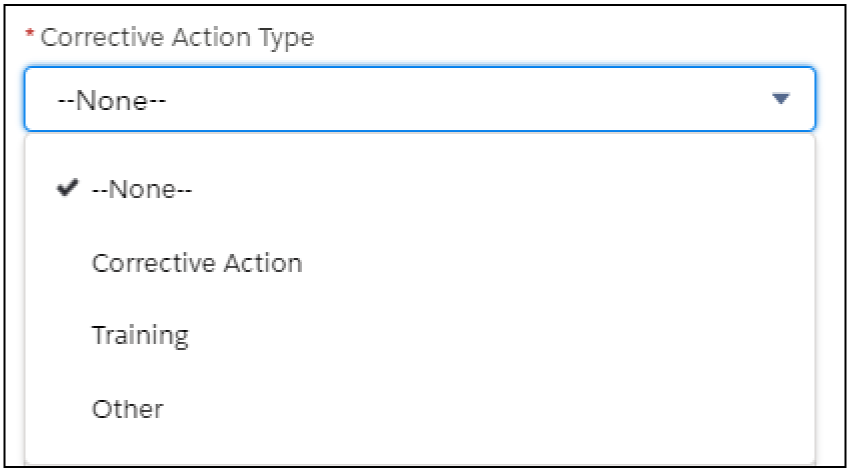
Actions Taken Against Respondents

The DCTS tracks the actions taken against the respondent when an investigation substantiates a complaint. If none of the complainant's allegations are substantiated, this screen is also where you may record that no action was taken against the respondent. To enter the actions taken (**closed cases only**):

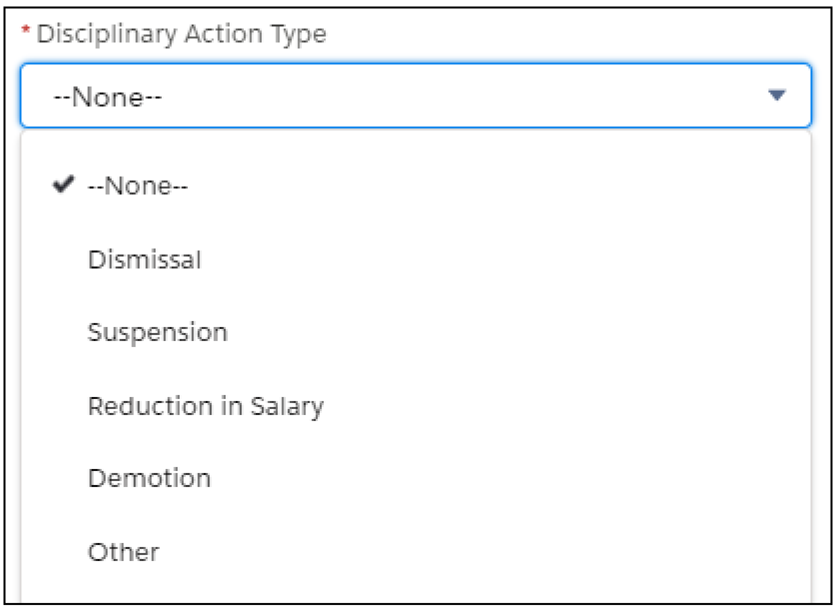
- Select **Post Investigation** sub-tab. Select **New** in the **Actions Against Respondents** list view box.

- Select the **Action Type** from **Corrective, Disciplinary, None, Other, Referral to Law Enforcement, or Referred for Action.** Select **Next.**

- For **Corrective** actions, you will select from these Action Types:



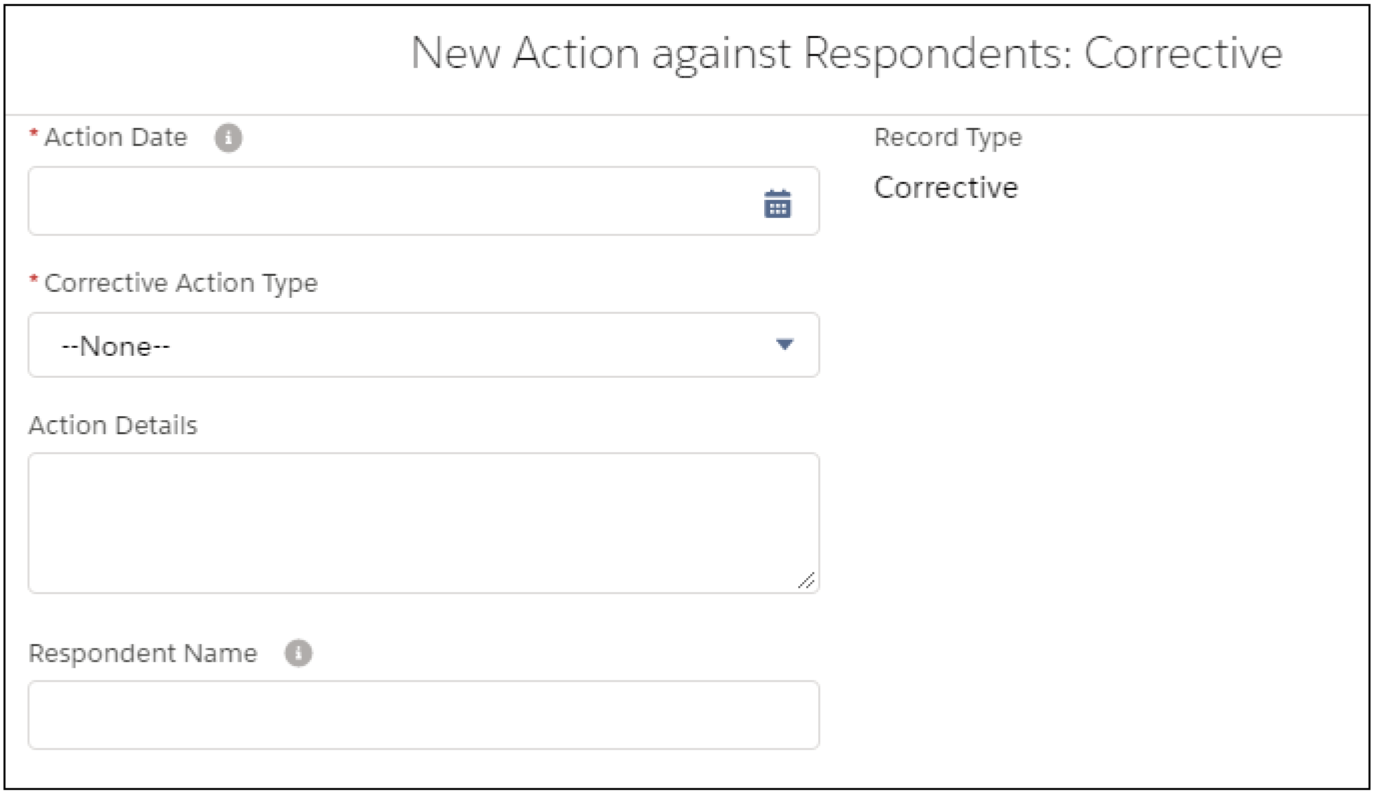
- For **Disciplinary** actions, you will select from these Action Types:



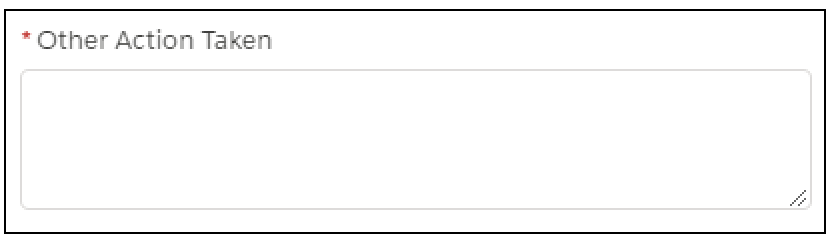
- To enter the **Action Date** (date of the action or the effective date of the action), select the calendar icon to select the date. You may also enter the date using the mm/dd/yyyy format.

- If Corrective is chosen for the Action Type, you must enter the details into the **Action Details** field. For Disciplinary Action Types, you may enter additional information in Action Details.

- If there are multiple respondents for the case, enter the name of the respondent to whom the action corresponds in the **Respondent Name** field.

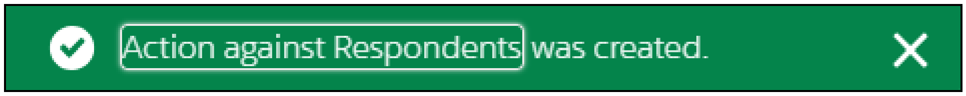


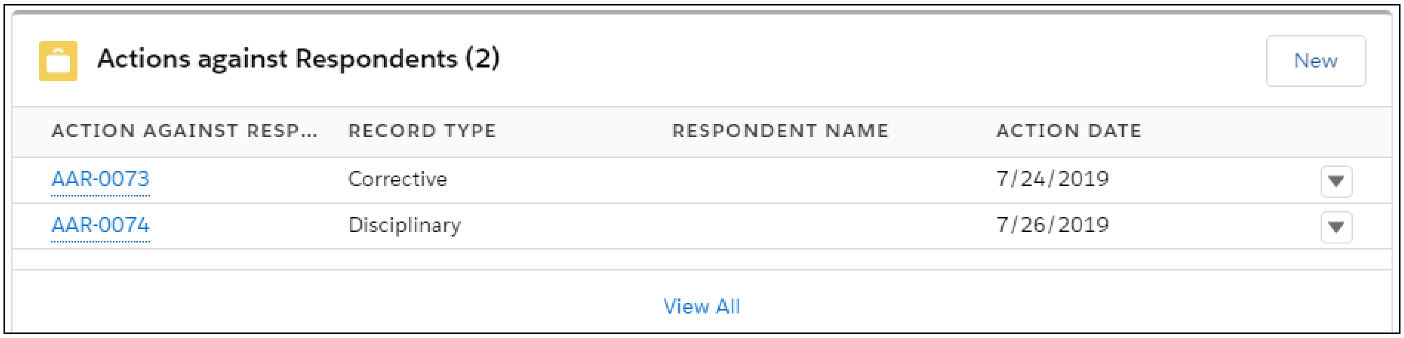
- If **Other** is chosen for the Action Type, you are required to enter the details regarding the action taken against the respondent.



- If **None** is chosen for the Action Type, you are required to explain why no action taken was taken against the respondent.

- If there is more than one action taken against one respondent or on a complaint containing multiple respondents, you may select **Save & New** in order to add another action. **Save** will return you to the **Post Investigation** screen for the case and a confirmation message will show that an action was added to the case.



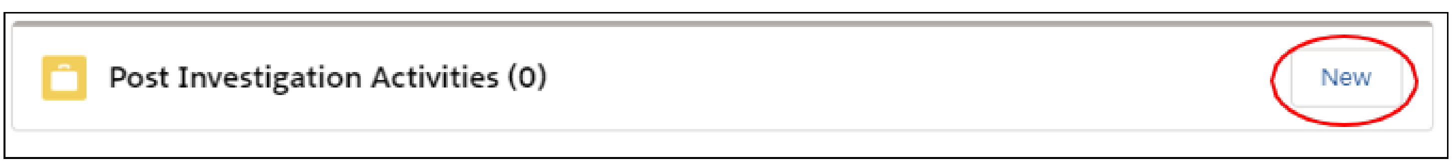


Each action taken as a result of a complaint must be entered separately. For example, if a respondent is referred to law enforcement and demoted, two Action Against Respondent records must be added to the case.

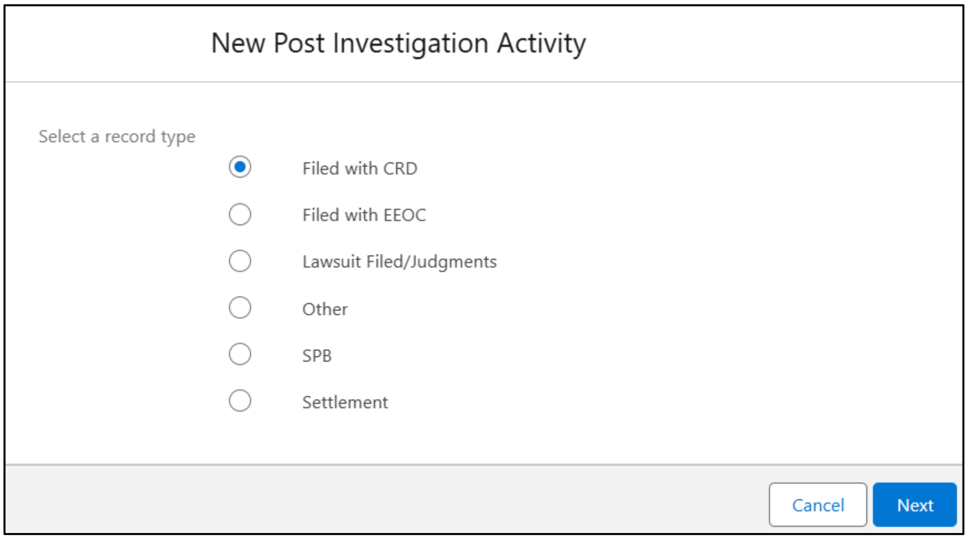
Post Investigation Activity

The DCTS will track if a case party filed the complaint with any other agencies or courts during or after their complaint was brought to the department. How the **Post Investigation Activity** was resolved will be entered.

- Select **Post Investigation** sub-tab. Select **New** in the **Post Investigation Activities** list view box.

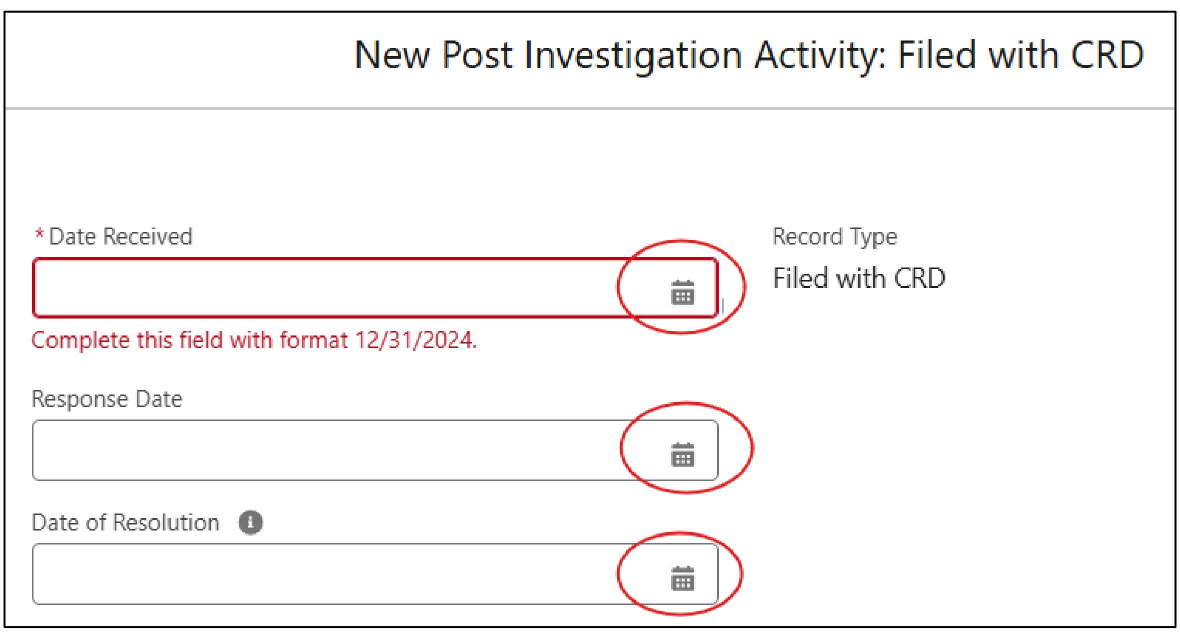


- Select the **Activity Type** from **Filed with CRD, Filed with EEOC, Lawsuit Filed/Judgements, Other, SPB, or Settlement.** Select **Next.**



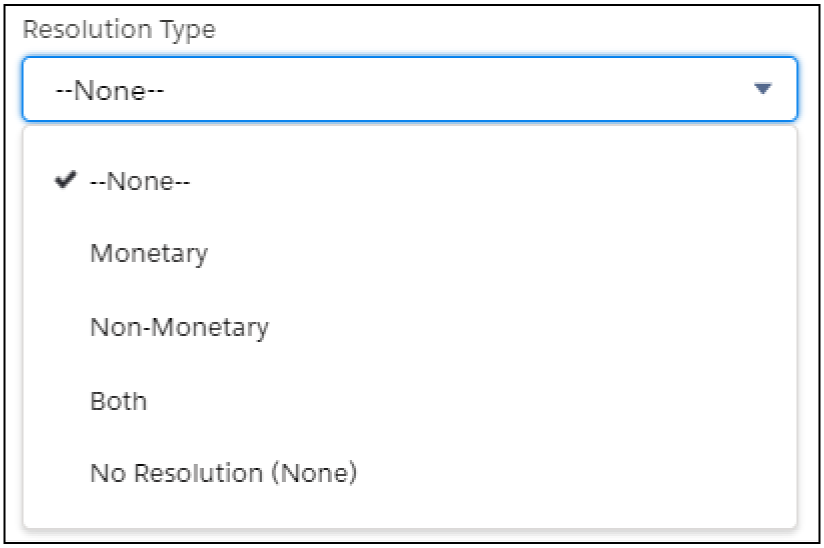
- For Filed with CRD or Filed with EEOC Activity Types, enter the **Date Received** (the date the Agency receives formal notification from the CRD or EEOC that a complaint was filed against the agency).

- For Filed with CRD or Filed with EEOC Activity Types, also enter the **Response Date** (the date the Employer's Position Statement was sent to the agency).

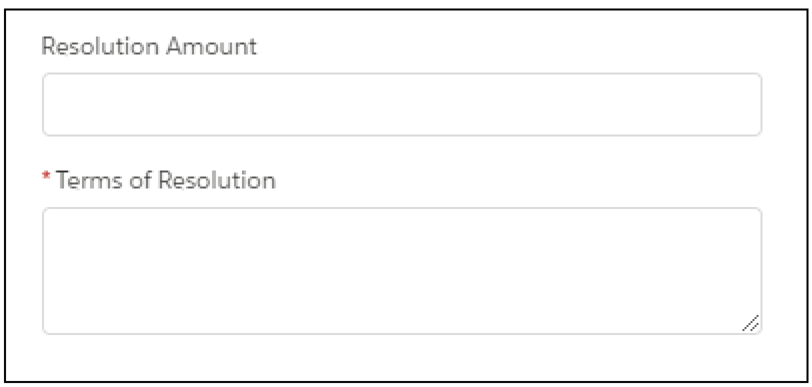


- For all Post Investigation Activity Types, you will enter the **Date of Resolution** corresponding to the date the department deems the lawsuit/settlement/filing was resolved. Select the calendar lookup to select the date or enter the date using the mm/dd/yyyy format.

- In the **Resolution Type** field, you will choose **Monetary, Non-Monetary, Both, or None**.



- Next you will enter the **Resolution Amount** if the resolution was Monetary or Both.
- Enter the **Terms of Resolution** for all types, for example, “Monetary amount and complainant restored to previous position”.

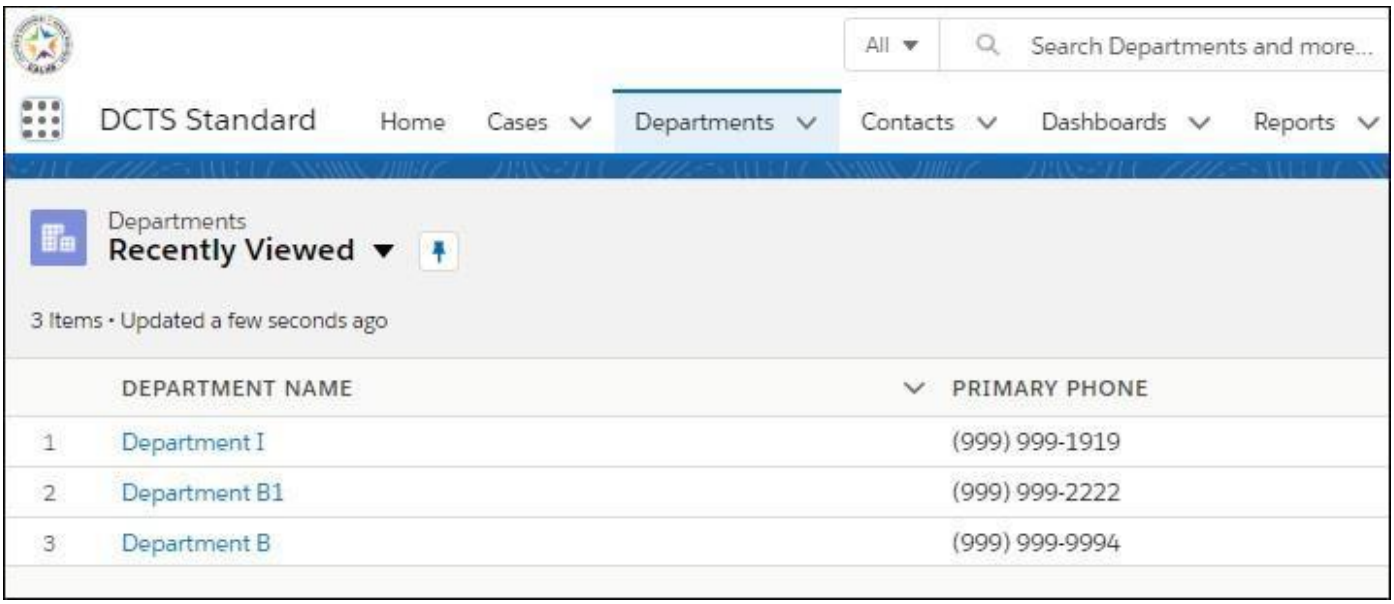


Quarterly Reporting

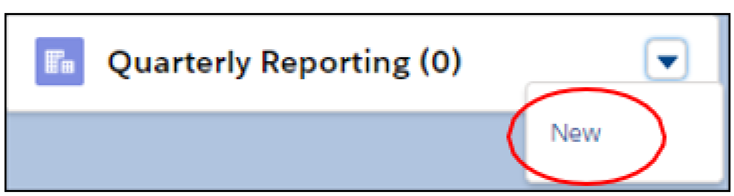
Departments are required to enter the complaint information they receive on an ongoing basis so that the DCTS is continually current. Formal reporting to CalHR is required every calendar quarter. At the end of each quarter, the EEO Officer will submit confirmation that either all of the complaints received for the quarter have been entered, or that the department did not receive any complaints during the quarter. T**he EEO Officer must submit a quarterly report for each department the EEO Officer oversees.**

One week before the end of the calendar-quarter, EEO Officers will receive an email reminder to submit their quarterly report. Only EEO Officers have the ability to submit these reports.

- Select the **Departments** tab. Select the name of the department you are reporting for.

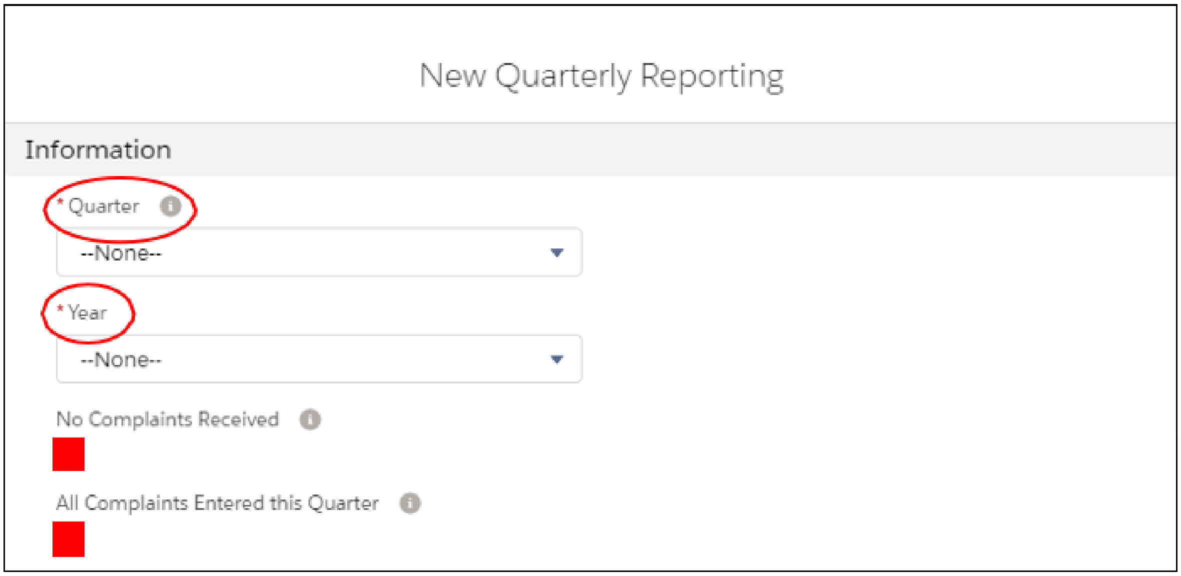


- To the left of your screen, select **New** from the drop-down menu in the **Quarterly Reporting** component.



- Use the drop-down arrow to select the **Quarter** (1st-Jan-Mar, 2nd-Apr-Jun, 3rd-Jul-Sept, 4th-Oct-Dec) and then select the **Year**.

- Select one of the two check boxes. Acknowledge that all of the complaints received for your department(s) during the quarter have been entered. If no complaints were received during the quarter, report that the department or sub location did not receive any complaints.

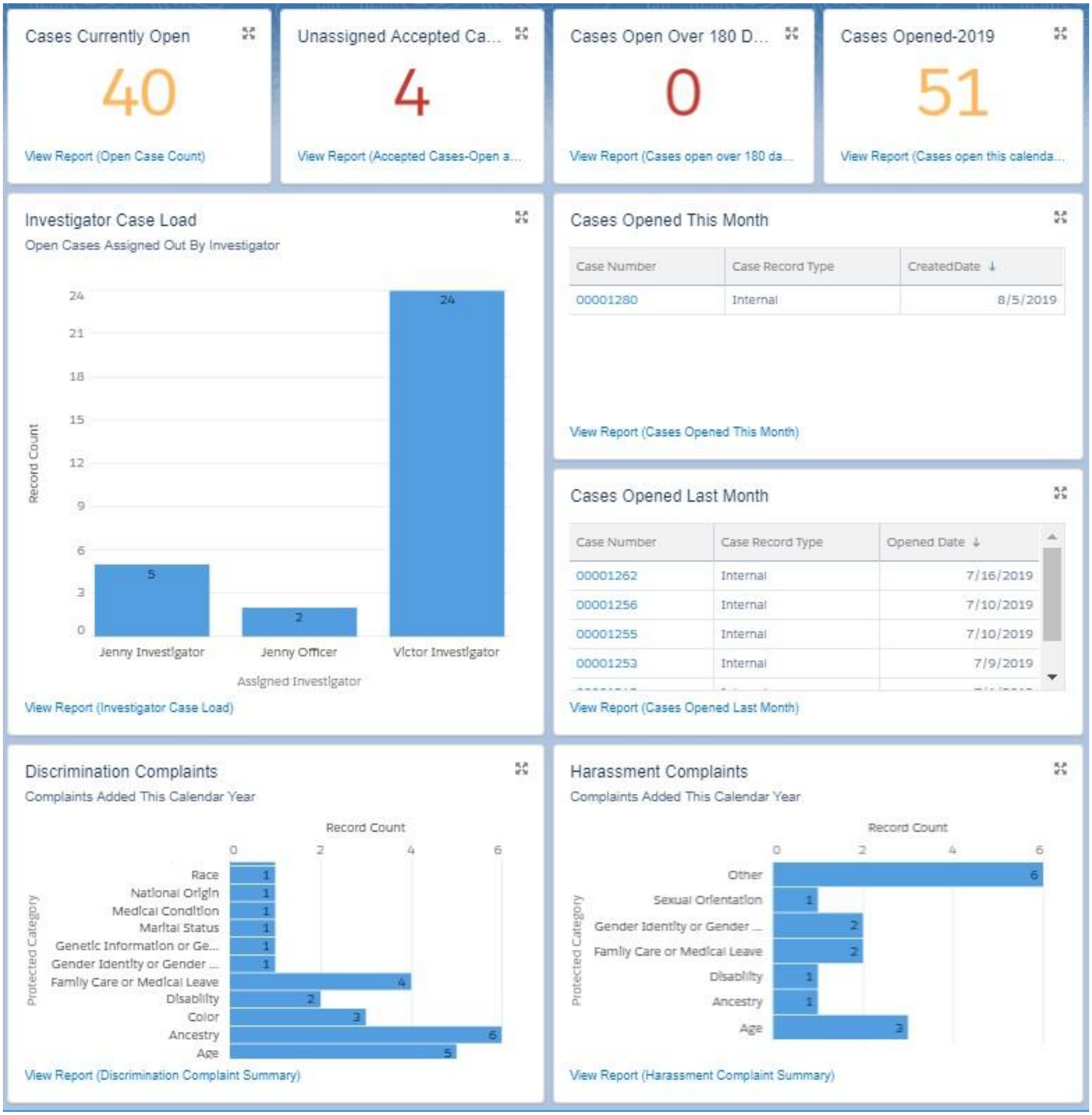


- Select **Save** to submit your quarterly report to CalHR. To report for additional departments, select the **Departments** tab again and select the name of the next department and follow the reporting process above until reports are submitted for all departments the EEO Officer oversees.

The DCTS Home Page

The dashboard displayed on your home page gives you a high–level view of your cases. If you wish to view the report behind one of the charts, select the blue link, **View Report**.

The home page also displays your open tasks and events, recent records, and pending approvals (if you are a designated approver).



Cases Tab

The Cases tab provides a list view of your cases. There are different views you can select to filter the list.

- All Open Cases
- Case View
- My Cases
- My Open Cases
- Recently Viewed Cases (Default)
- Closed Cases

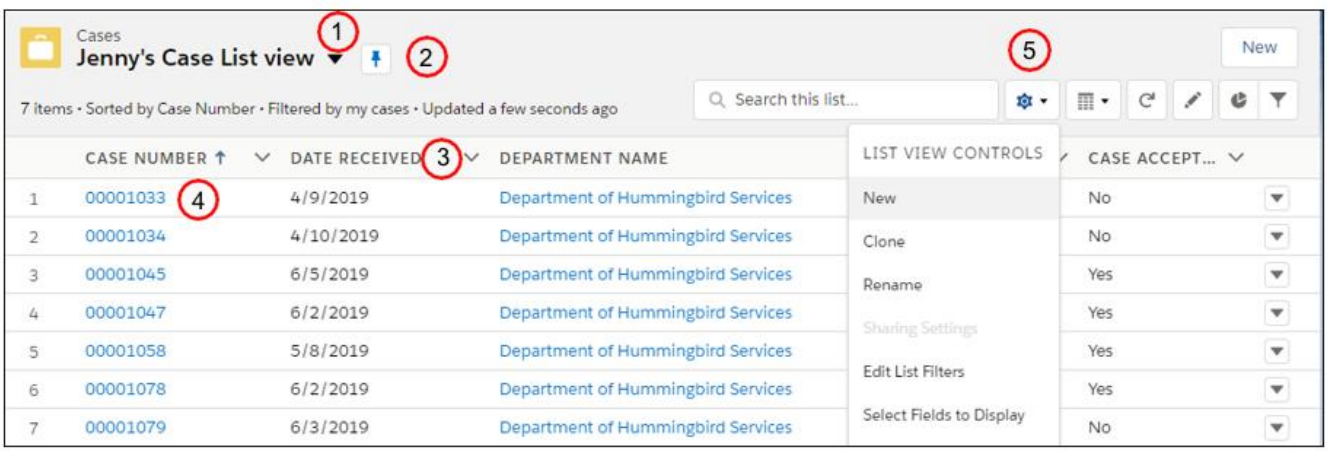
Note: If you cannot find the case you are looking for, change the view. You may be viewing cases that filter out the case you are looking for.

Select the drop-down arrow next to the briefcase icon to select a new view from the menu (1):

When you select the Case tab, the default list view is Recently Viewed Cases. If you would prefer to land on a different list view, you can select the pin icon to pin your favorite. (2).

You may also sort cases in any view by selecting the arrow next to a column title on the header bar (3). For example, the list below is filtered to sort by date in ascending order.

Select a case number (4) to go to the Details screen for the selected complaint.



To create your own list view, select the drop-down arrow next to the gear symbol (5).

- Under List View Controls, select **New**. Or select **Clone** to make a copy of the current list view.
- Give your list a name.
- Select **Save**. The Filters panel appears.
- Under Filter by Owner, select **All cases** or **My cases**.
- Select **Done**.

Add and set filters to view only the records that meet your criteria.

- Select **Add Filter**.
- Select the field to filter, an operator, and a value.
- Depending on the type of field you selected, you can either select a value or enter one of your own.
- Select **Done**.

Navigating Cases

Case records are organized into a variety of subtabs, which are like folders within a folder. The visual below shows which case information is located on which subtab.

Details

- Case Type
- Department Name
- Date Complaint Received
- Case Accepted info
- Incident Summary and Date
- Investigator information
- Investigation Completion Date
- Case Closure Info
- Upload Documents
- Case Notes
- Case History

Complaints

- Complaint Type
- Protected Category
- Outcome

Parties

- Party Type
- Role type
- Name, address, phone, email
- State employee lookup

Post Investigation

- Action Taken Against Respondent
- Date of Action
- Respondent Name
- Type of Disciplinary or Corrective Action
- Post Investigative Activity Type
- Resolution Date
- Resolution Type
- Monetary Amount
- Terms of Resolution
- Date Received
- Response Date

Case Edits

The methods you may use to edit fields within a case will vary according to where those fields are located. The steps below will demonstrate how to make edits to complaints, case parties, post investigation records, or fields located on the details subtab of your case.

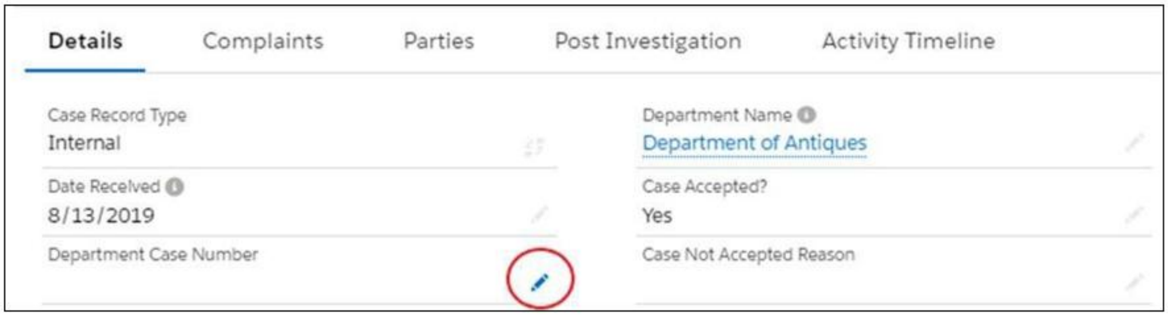
Details Subtab Edits

When making changes to fields located on the details subtab, there are two options available: Line Edits and the Edit Button.

Line Edits

Line edits are handy when making changes to **just a field or two** located in the same

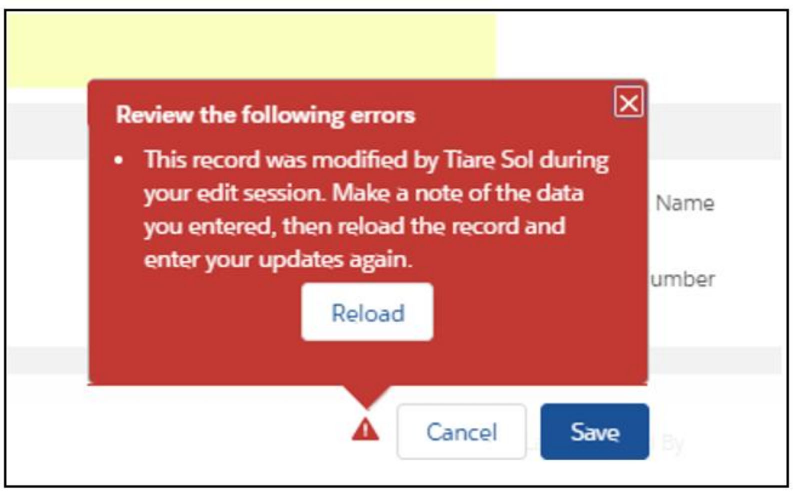
- Select the **pencil icon** located to the right of the field you would like to edit.



- The pencil will disappear, and you will now be able to make changes to all editable fields on the page.

- After making your edits, select the **Save** button at the bottom of the page.

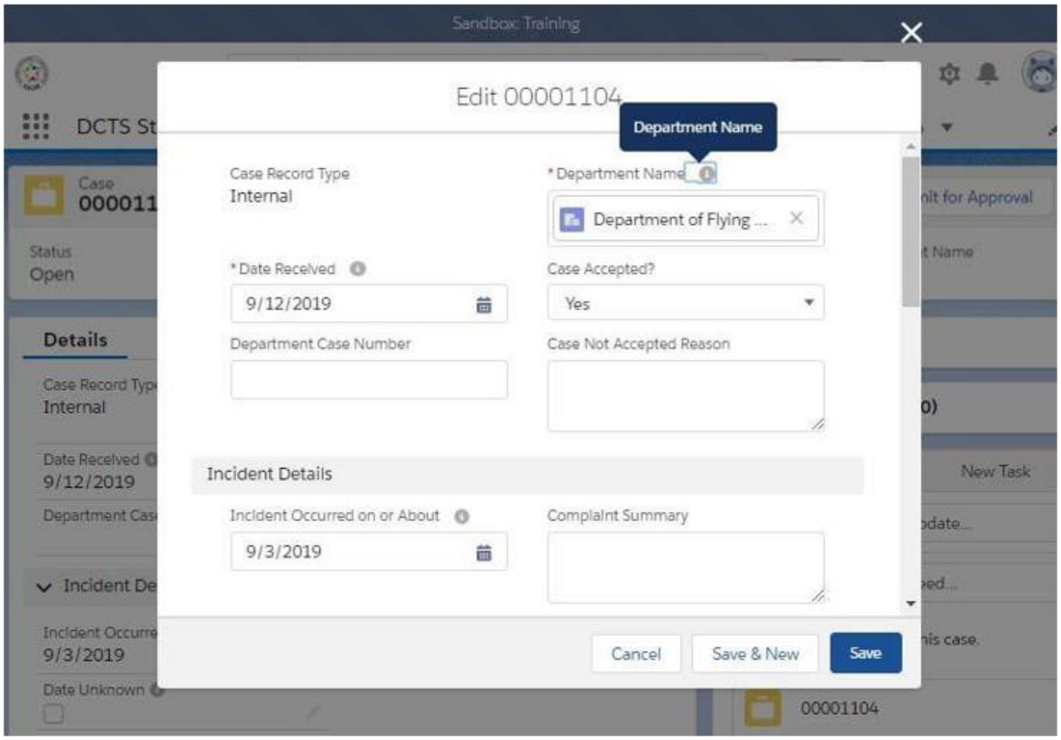
From time to time, making edits using the line edit feature will result in an error message, giving instructions to the user to reload the record (see image below). In the event that this happens, refresh the screen using your browser refresh button or by pressing **F5** on your keyboard, then make your edits again.



Edit Button

- Select the **Edit** button located in the upper right corner of the highlights panel.

- □ An edit pop-up window will open. Make your changes, then save the record.



Selecting the **Edit** button while working in the main body of the case will only allow you to edit fields located on the details subtab. If the upper left corner of the highlights panel says Case and displays the case number, then you are editing the main body of the case. To edit complaints, parties, or post investigation information, you must navigate to those specific records.

Editing Complaints

- □ To edit case complaints, navigate to the Complaints subtab.

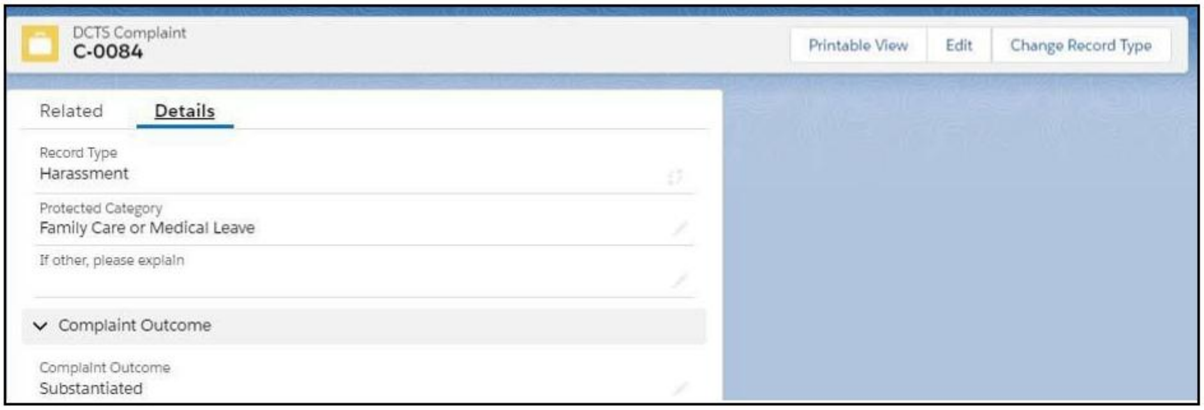
- □ Find the record you would like to edit from the list, and select the **blue record number** to the left.

This will open the complaint record so that you can view the fields.

- □ Select the **Edit** button in the upper right corner on the highlights panel. (Notice that the upper left corner of the highlights panel now says DCTS Complaint and displays the complaint record number).

- □ Make your changes, then save the record.

You may also use the line editing tool by selecting the pencil icon to the right of an editable field. To change the record type (for example, from Harassment to Discrimination), select the **Change Record Type** button located in the upper right corner, next to the **Edit** button.

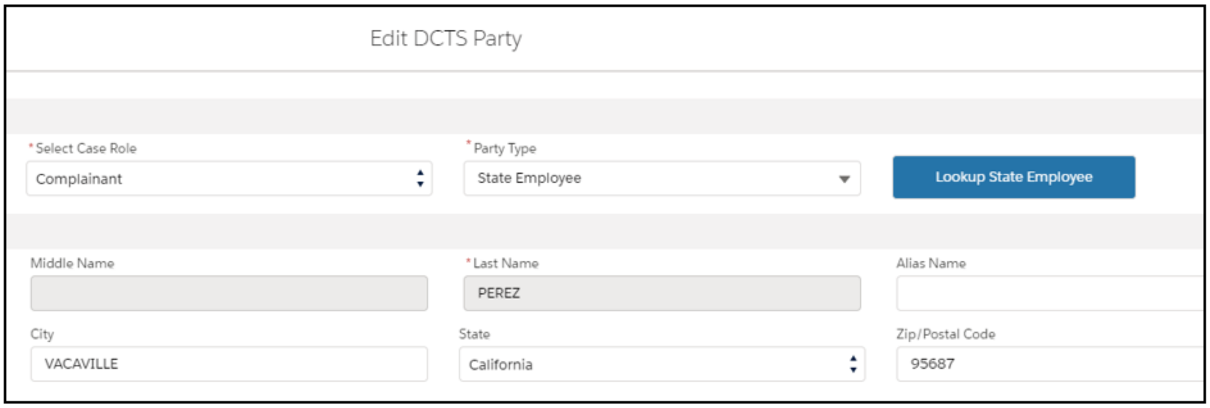


Editing Case Parties

- □ To edit case parties, navigate to the Parties subtab and locate the record you would like toedit.

- □ Select the dropdown arrow located on the right side of the list, then select Edit.

This will open an edit pop-up screen with many fields available for edits. Note that some fields are greyed out and may only be changed by selecting a different employee using the **Lookup State Employee** button.

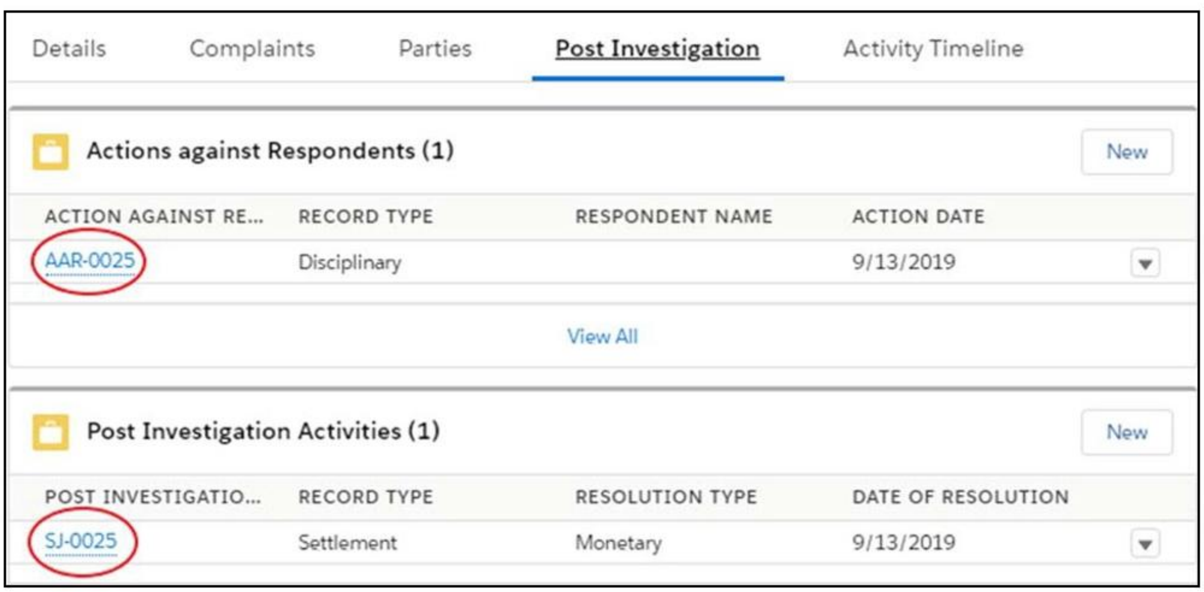


- Make your changes, then save the record.

Editing Post Investigation Information

Records for actions against respondents and post investigation activities are edited in the same way that complaints are edited.

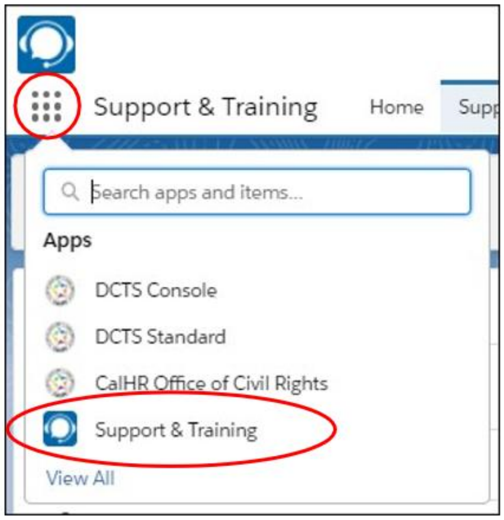
- Navigate to the Post Investigation subtab.
- Find the record you would like to edit and select the **blue record number** on the left side of thelist.
- When the record opens, make changes using the line edit tool or by selecting the **Edit** button at the top right corner, in the highlights panel.
- Save your record.



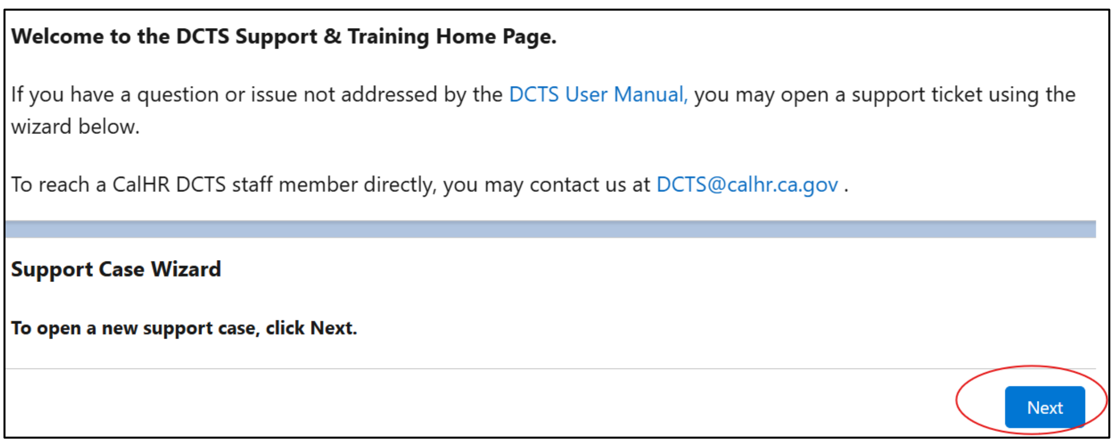
Support and Training App

The Support & Training app is where users may report system issues, ask questions, or make requests.

- Select the **App Launcher** (the nine dots in the upper left corner of your screen), then select **Support & Training.**



- To open a support case, select the **Next** button on the Support Case Wizard.

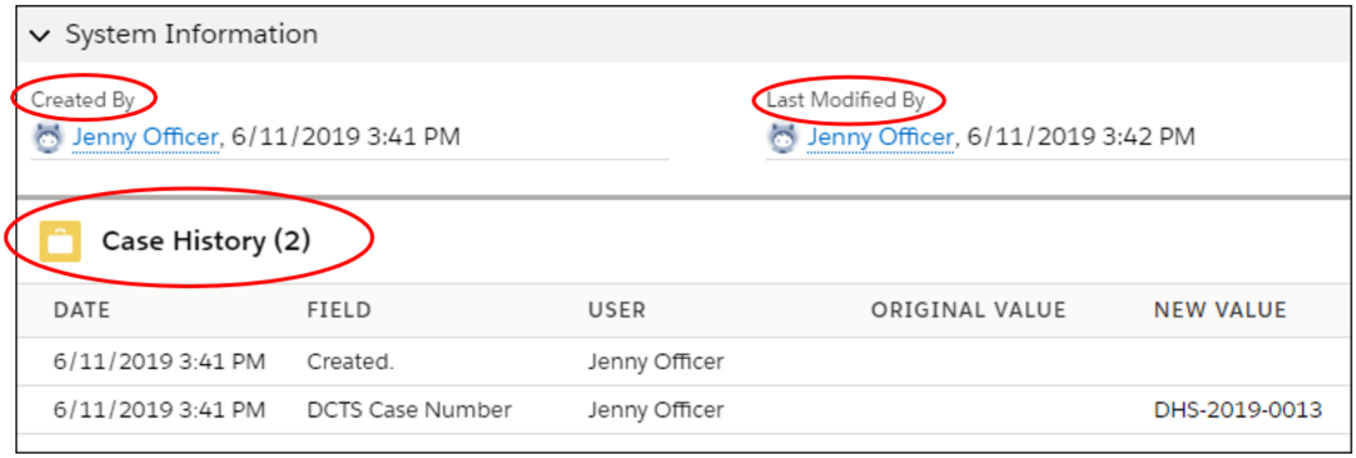


- Follow the instructions that appear within the wizard, making selections or offering details as appropriate. When you reach the end, the wizard will inform you of your support case number, which you can refer to when communicating with CalHR DCTS. Your support case number will also be posted to your Chatter feed on the right of the screen, and a support case summary will be sent to you as an email. When you have finished creating support cases, select the App Launcher again to return to the DCTS Standard app.

System Information and Case History

The Case History related list is located at the bottom of the case record page on the Detail subtab. This list tracks certain types of changes made to the case. Any time a user modifies a tracked field, a new entry is added to the list. All tracked entries include the date, time, nature of the change, and who made the change.

Located above the case history related list is the System Information section. Here the system displays who created the case and when, and who last modified the case.



Reports

Reports allow you to examine your case data in almost infinite combinations, display it in easy to understand formats, and export the results to Excel.

Pre-Built Reports

The following is a list of **pre-built reports** you can run, view, print and export to excel.

- All Open Cases
- Complaint Types Current Calendar Yr.
- Complaint Types Current Fiscal Yr.
- Monthly Cases Opened
- Open Cases by Assigned Investigator
- Unassigned Open Cases
- Cases Open by Duration
- Cases Open over 180 Days
- Cases Opened this Month
- Investigator Case Load
- Cases Opened Last Month
- Open Case Count
- Time Since Investigator Assigned
- Unassigned Cases

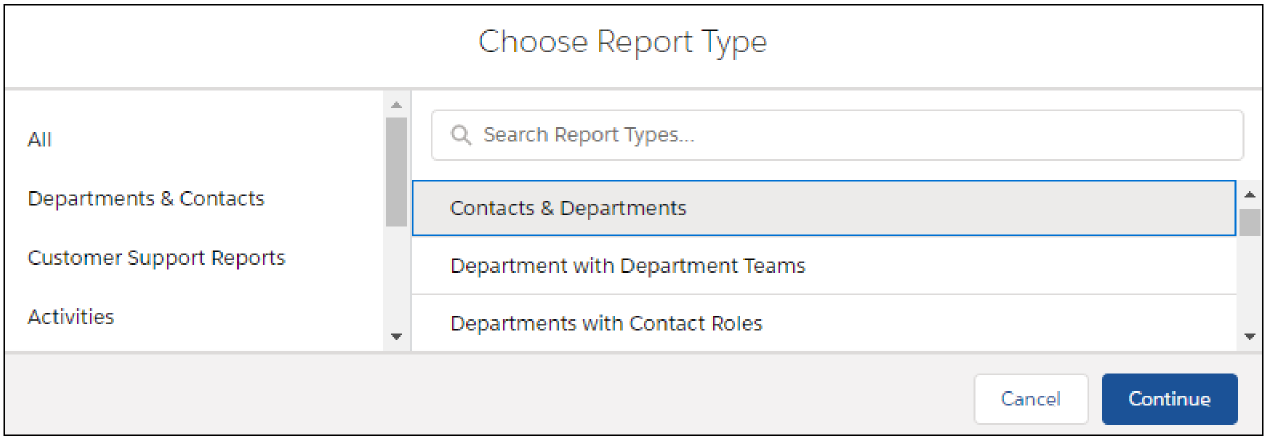
To access the pre-built reports, select the **Reports** Tab. Select **All Reports**.

Build your own Report

Report Builder allows you to create reports using a drag and drop tool. You will choose a report type, report format, and the fields and filters that will make up your report.

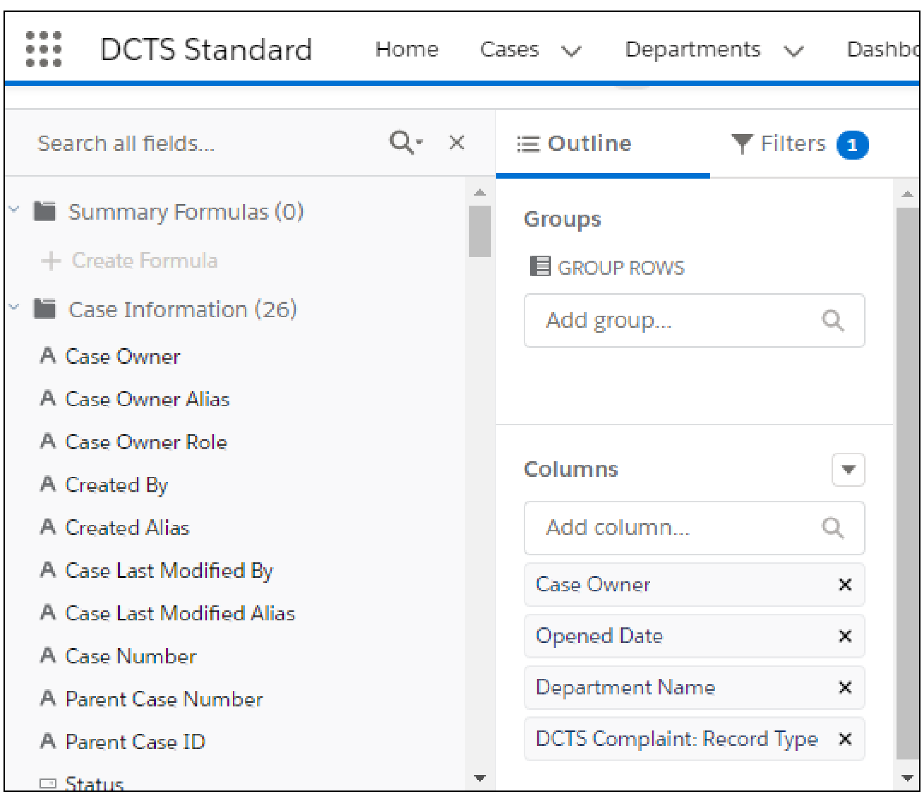
- ☐ From the reports tab, select **New Report**.

- ☐ Choose a report type, then select **Continue**. The report type you choose determines **which fields are available in your report.** The report opens in edit mode, and shows a preview.



- ☐ To add a column to your report, choose a field from the **Add column** picklist. Alternatively, expand the **Fields** pane, then drag-and-drop a field onto the **Columns** list or directly onto the report preview.

  To remove a column from your report, find the column you want to remove under the outline tab, and select the X**.**

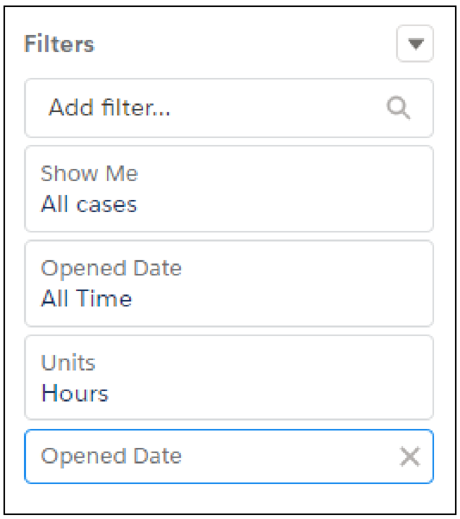


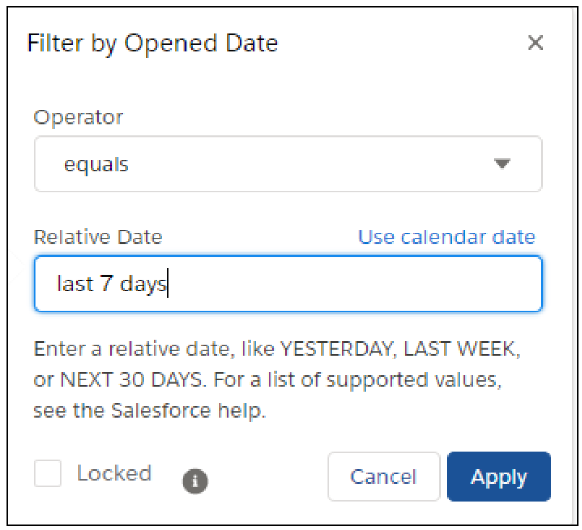
- ◻ To group records in your report, drag the column by which you want to group rows or columns into the Groups section of the outline tab. Another way is to choose a column using the **Add group** lookup field in the Group section. You can choose to group the report by rows or columns.

NOTE: You must group a report in order to add a chart.

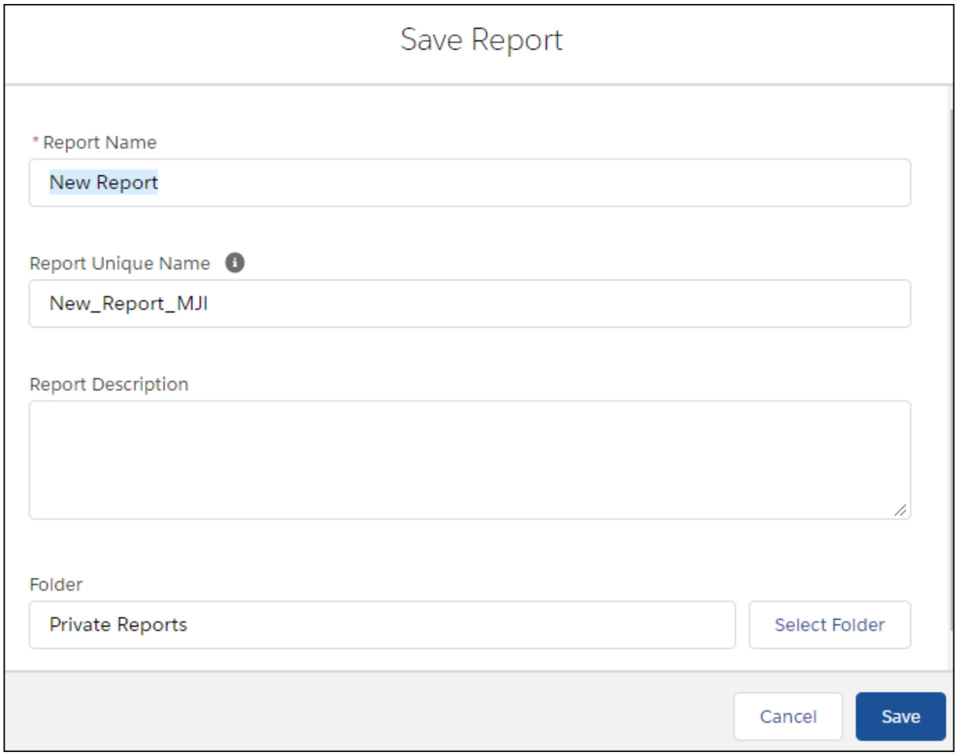
- After adding a group, you can show or hide detail rows, subtotals, and a grand total by toggling switches at the bottom of the preview pane.
- To ungroup records in your report, from the Groups list, find the column you'd like to ungroup and then select the X.

- ◻ To filter records from your report, select **FILTERS**. To add a field filter, choose a field from the **Add filter** picklist. In the **Edit Filter** box, select an operator and a value. Select **Apply.**
  - To edit a filter, including standard filters, select the filter.
  - To remove a filter, select the X icon on the filter.





- ◻ Select **Save**. If you're creating a brand new report, give it a name. Optionally, give it a description. With access and sharing in mind, save the report in an appropriate folder.



- To view complete report results, select **Run**. To download your report to **Excel**, choose Export from the drop-down next to Edit.

- To add a chart, select the **Add Chart** button. Select the gear icon located on the chart to change the display and adjust the properties.

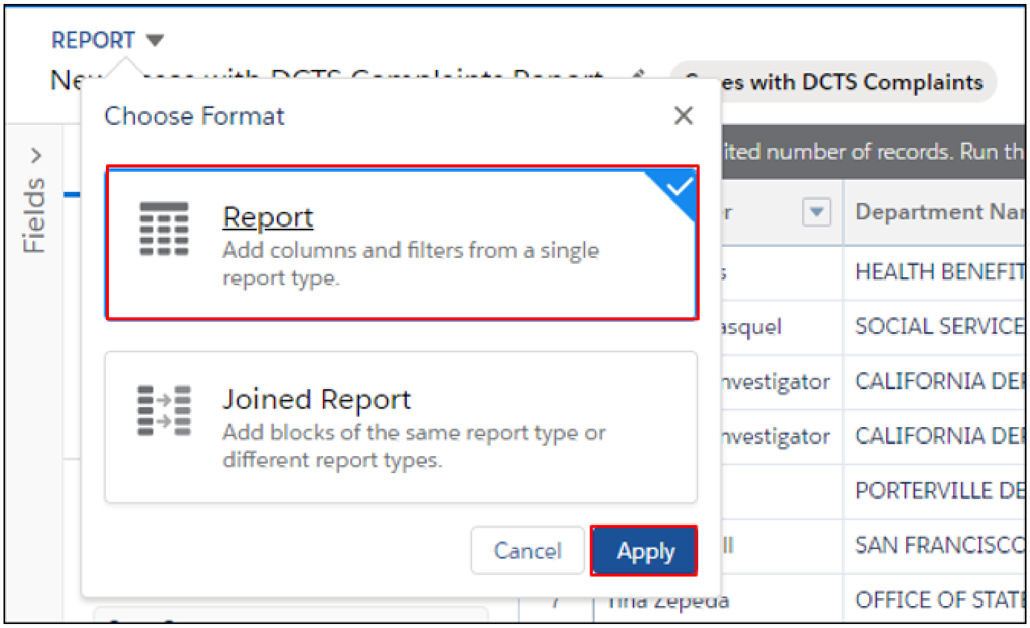
Joined Reports

The joined report lets you see different types of information, and different report types, in a single report. For example, here is a simple joined report showing the two report types CASES WITH DCTS COMPLAINTS *and* CASES WITH DCTS PARTIES. This joined report allows us to see a case's complaint and outcome information *and* a case's party information in one single report.

	Cases with DCTS Complaints					Cases with DCTS Parties	
Case Number ↓	Department Name	Date Received	Complaint Type(s)	Protected Category	Complaint Outcome	DCTS Party: Record Type	DCTS Party: Party Name
00001087	KITTENS, OFFICE OF	10/14/2019	Discrimination	Age	Unsubstantiated	Witness	Coco Chanel
						Complainant	Beverly Crusher
						Respondent	Mr. Roadrunner
00001086	JAYWALKER APPEALS, OFFICE OF	8/13/2019	Discrimination; Harassment	Race	Unsubstantiated	Complainant	Fred Flintstone
						Attorney	Rumpelstiltskin
						Respondent	Shaggy Rogers
00001085	FLYING VEHICLES, DEPARTMENT OF	12/2/2019	Harassment	Sexual Harassment	Substantiated	Union Representative	Donald Duck
			Harassment	Sex/Gender	Substantiated	Union Representative	Mickey Mouse
						Respondent	Dinah Soars
						Complainant	Jane Doe

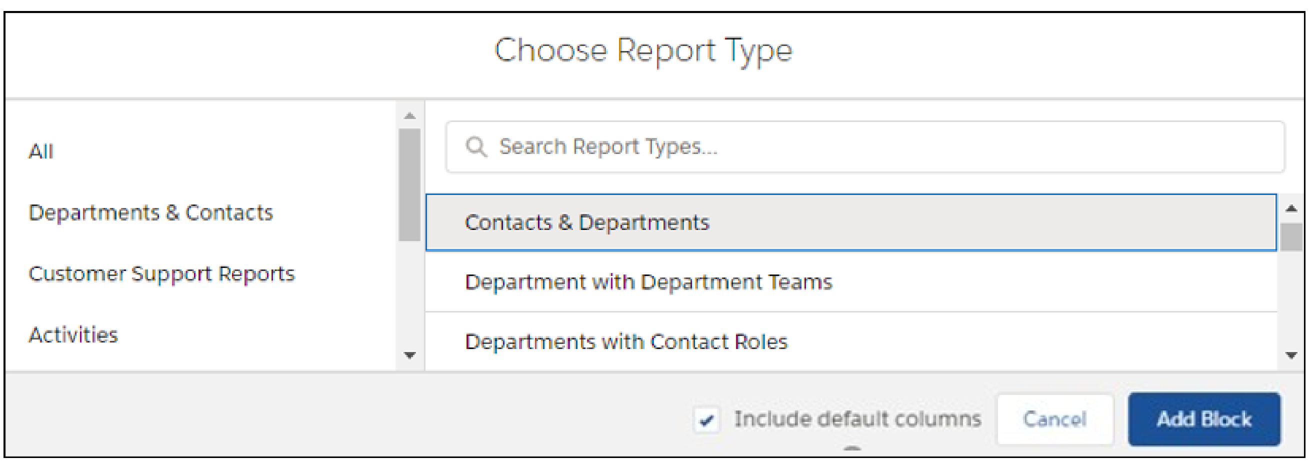
- ◻ From the Reports tab, select **New Report**.
- ◻ Choose your first report type and select **Continue**.
    - The report type you choose becomes the joined report's principal report type. The principal report type determines how common fields shared by different report types in a report are named.

□ The report opens in the report builder. To turn it into a joined report, select **Report | Joined Report | Apply.**



□ To add another report type to the joined report, select the **Add Block**.

- Choose a report type.



- If you'd like to include standard columns for this report type, leave **Include default columns** checked. If you'd like to add an empty block, uncheck **Include default columns**. In either case, you can customize the block after adding it by adding or removing columns.

□ Select Add Block.
□ Customize the joined report with columns, groups, filters, and formulas.

- Select Save and name the report. Select Save.
- To run the report, select Run. You may join up to 5 report types in a joined report.

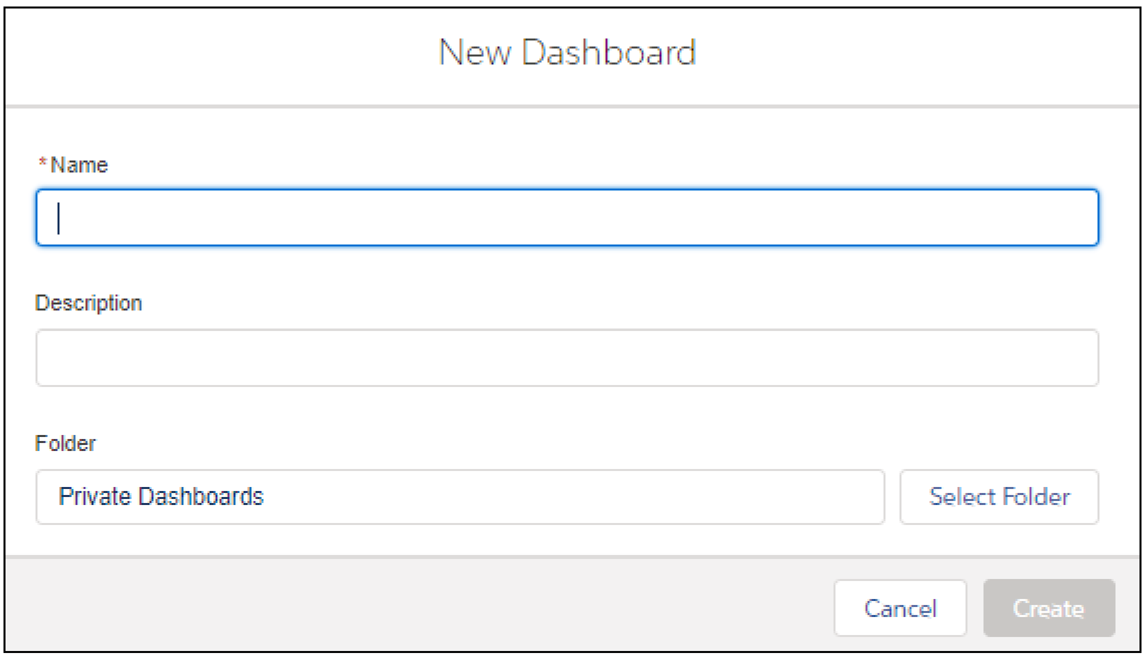
Dashboard Creation

Dashboards use components in order to help you visualize real-time data gathered from reports. To add components to a dashboard, you must first create source reports in the Report Builder.

- If necessary, create the source reports containing the data you want to display.

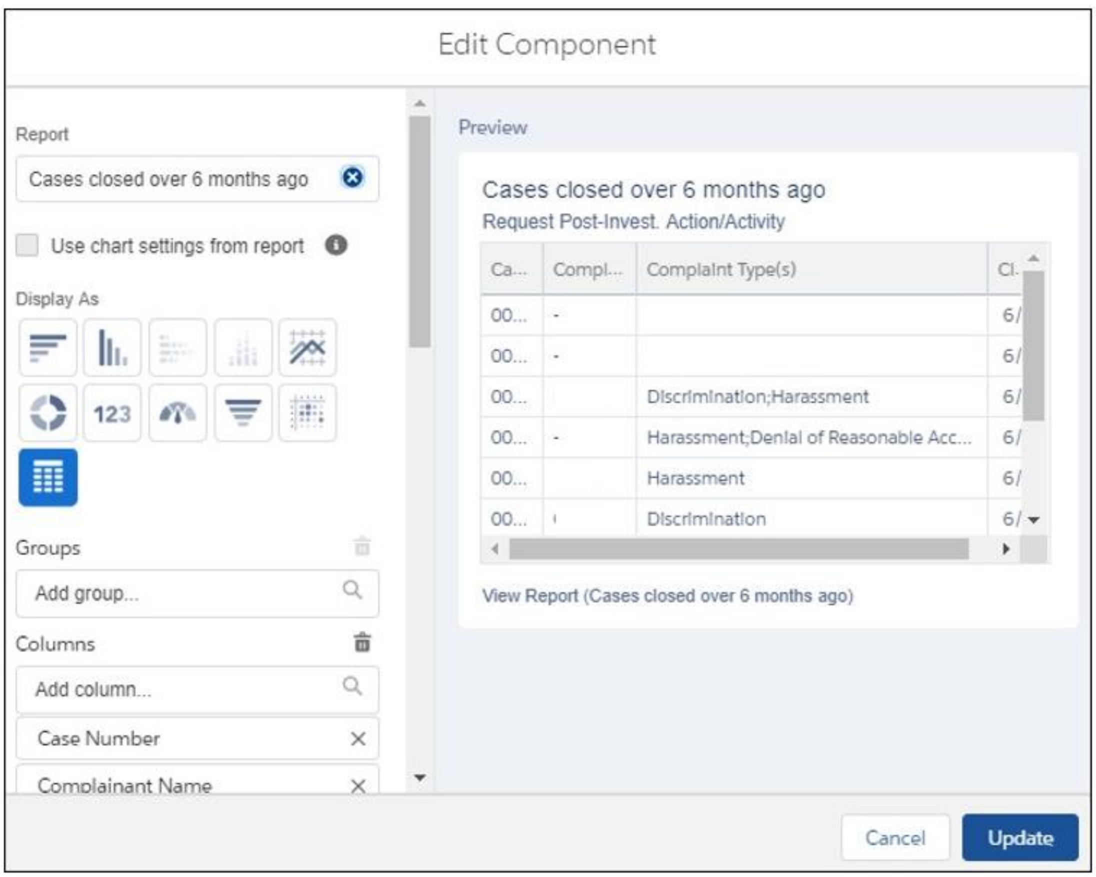
- From the Dashboards tab, select **New Dashboard**.

- Name the dashboard. Optionally, provide a short description. Then, place the dashboard in a folder. Private Dashboards is the default folder.



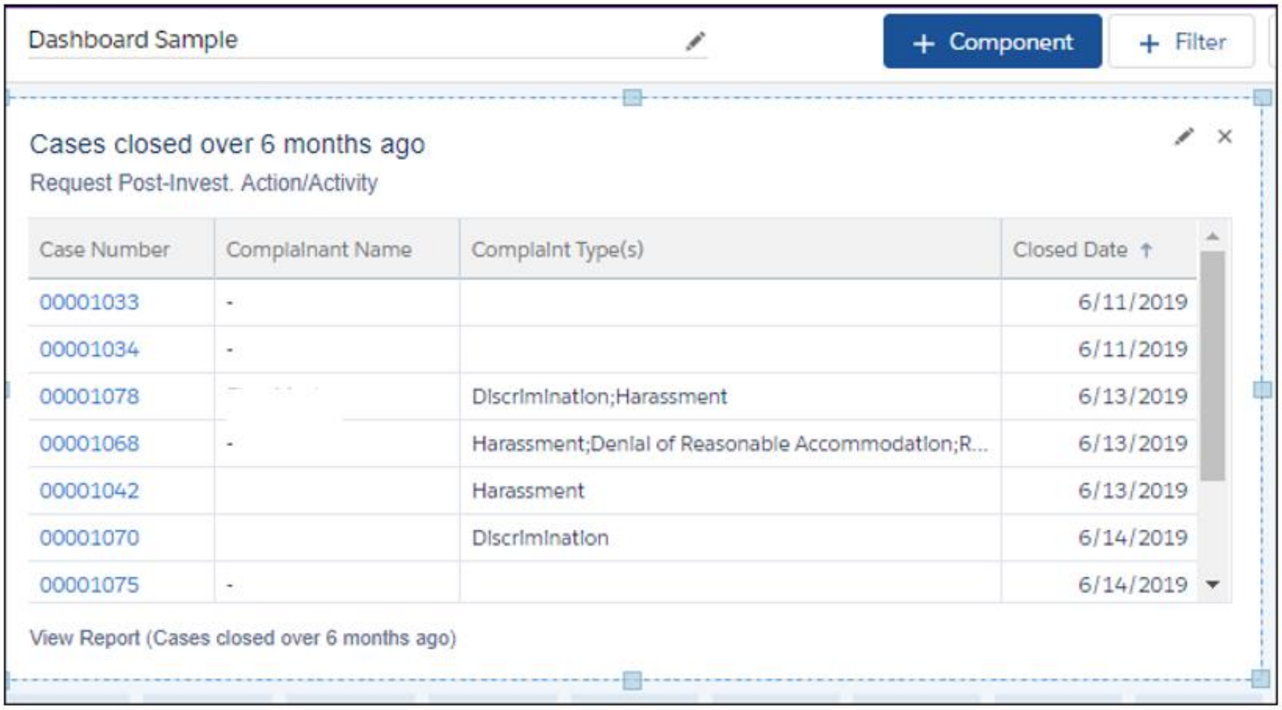
- To add a component to the dashboard, select **+ Component**.
    - Choose a source report for the component, and choose **Select**.

- Customize how the component displays data, then select **Add**.



◻ Arrange and resize the component as necessary.

◻ To edit an existing component, select the pencil icon. To remove a component, select the X icon.

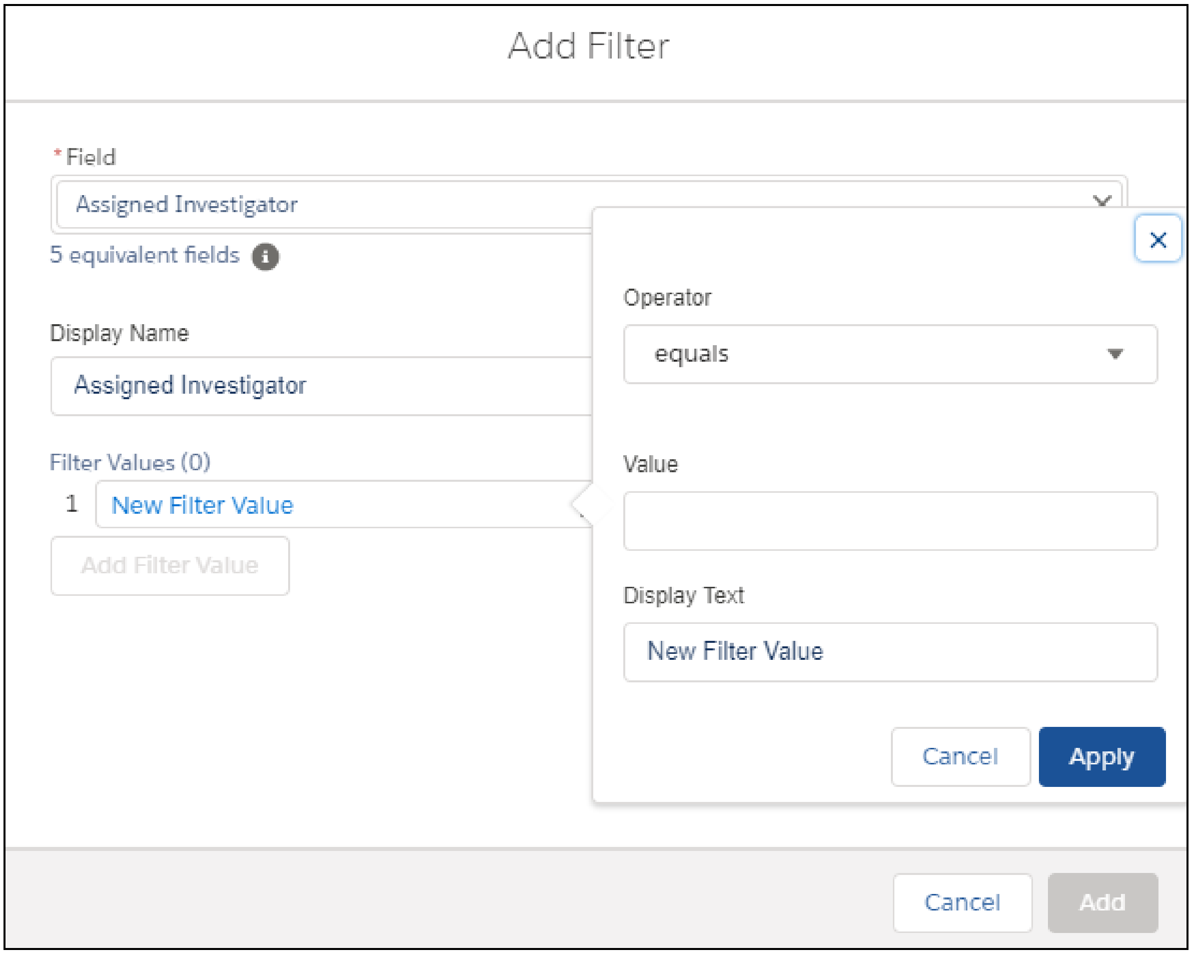


◻ To add a filter to the dashboard, select **+ Filter**.

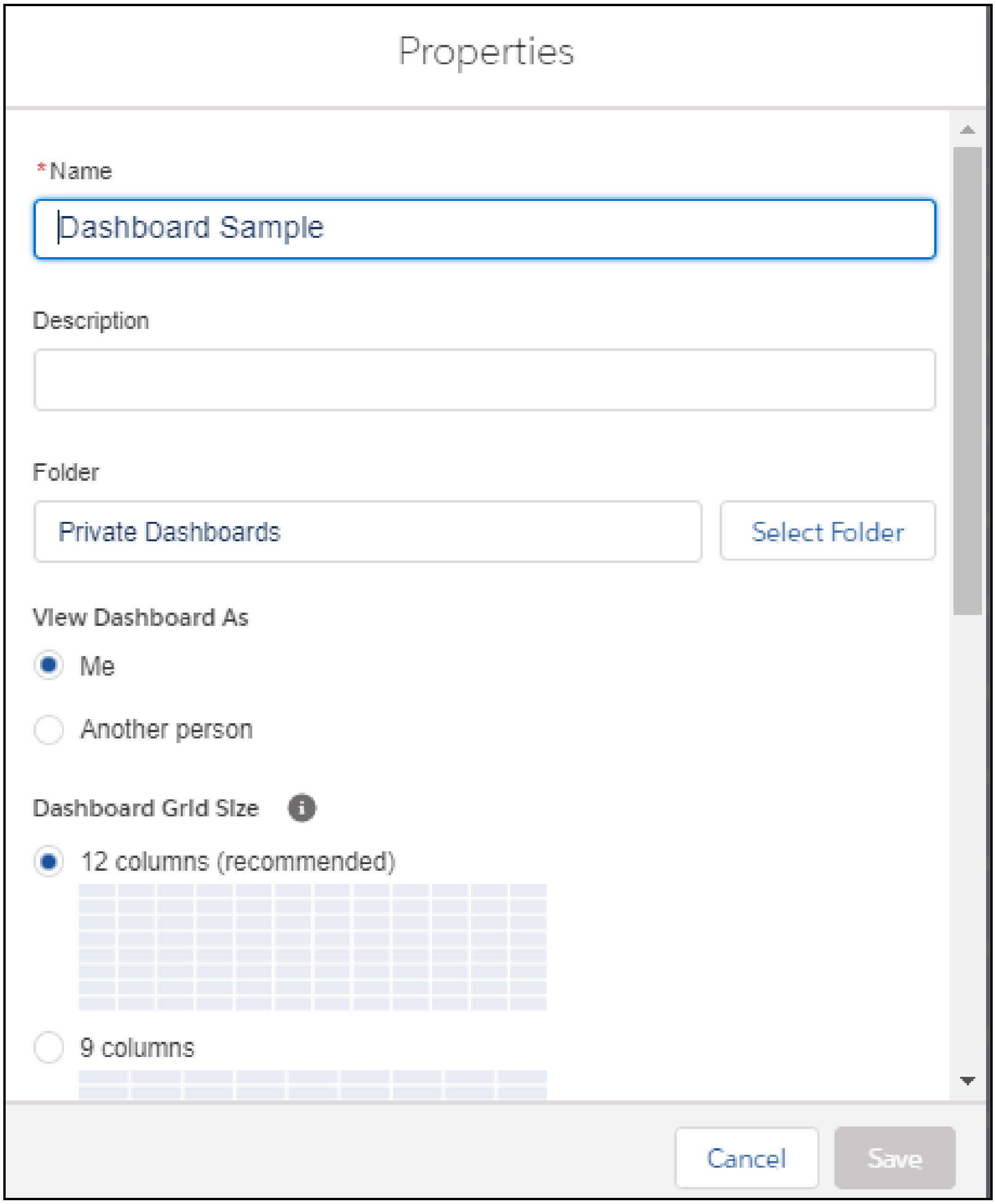
- From the Field drop-down, select a field to filter on. The drop-down shows fields that can be used to filter all the dashboard's components. If there are equivalent fields for your selection, hover over the info icon to see them.

- Give the filter a Display Name to identify it. If the filter has many equivalent fields, it is recommended to use a name that works for all components.

- Assign values to the filter by selecting **Add Filter Value**.



- For additional options, select the gear icon to open the Properties menu.
  - Under Name, you may rename the dashboard and describe the dashboard.
  - Under Folder, optionally move the dashboard into another folder. To switch folders, select the X icon, then select another folder.
  - Select **Save**.


Properties
*Name
Dashboard Sample
Description
Folder
Private Dashboards
Select Folder
View Dashboard As
Me
Another person
Dashboard Grid Size
12 columns (recommended)
9 columns
Cancel
Save

Additional Useful Components of the DCTS

New Case Wizard

There are multiple ways to open a new case in the DCTS. A simple way is to use the **New Case Wizard** on the **Home** tab.

- On the **Home** tab, in the **New Case Wizard** component**,** select **Next**.

- Select your **Case Record Type (Internal, Management Inquiry, Anonymous, CRD, EEOC, or Other).**

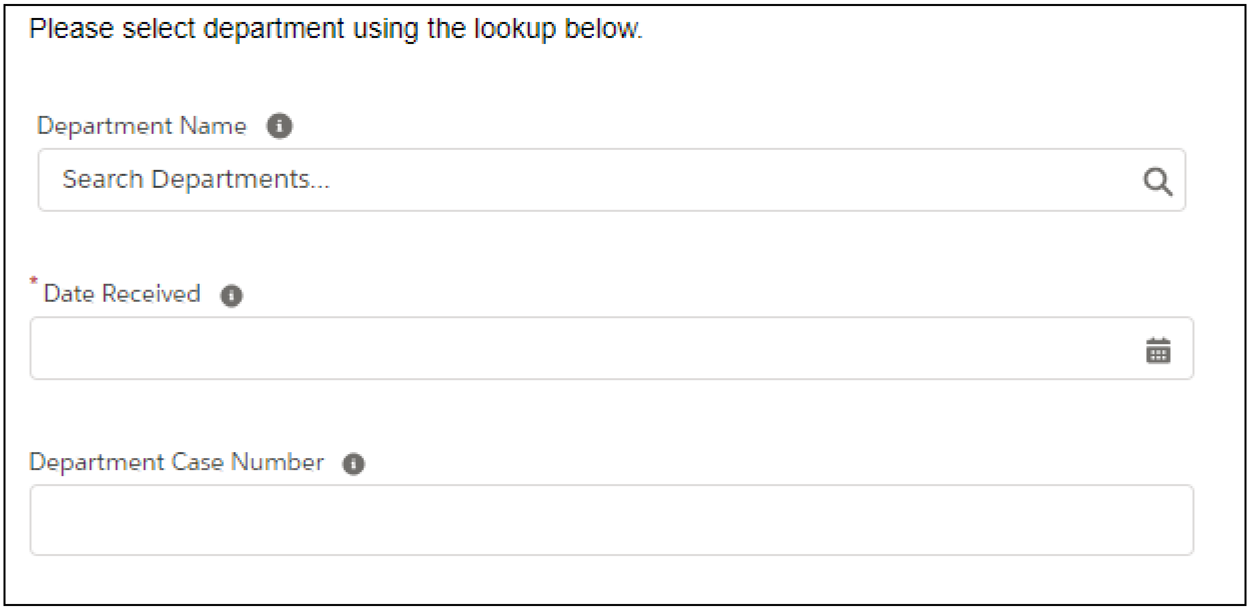
- Select if the complaint is accepted and will be investigated by selecting **Yes** or **No** from the **Case Accepted?** drop-down. Select **Next.**

- If the case is not accepted, you must enter text into the **Case Not Accepted Reason** field**.** Select **Next.**

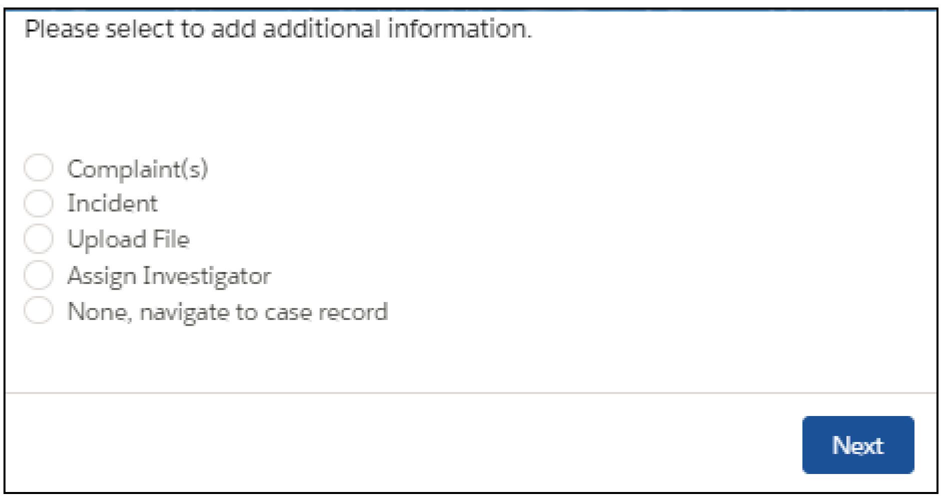
- Select **Department Name**, the department where the complainant worked at the time the complaint was filed.

- Indicate **Date Received**- the date the complaint was received by the department.

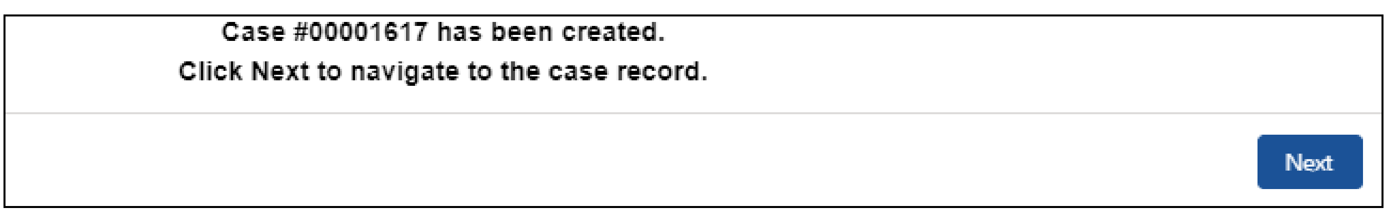
- If you use internal department case numbers, you may enter that text in the **Department Case Number** field.



- When you select **Next** on the screen above, you will be taken to the screen where additional case information may be added.



- Select **None** and **Next** if you are finished entering information. You will receive notice that your Case has been created. A case number is automatically generated by the system when a new case is saved, and the system will take you to the **Details** screen for your newly opened case.



Chatter Feed

Chatter is the collection of communication and tracking tools that show on the right side of your DCTS screen under the Approvals section. In addition to linking documents and adding notes to a case, this is the section where you can **Log a Call**, add a **New Task** or **New Event**, or send an **Email** from inside the DCTS. These Salesforce tools may be used by your department to share information with the case's EEO team and track and document activities and progress for a case. New Tasks can also be used as reminders or to-dos for yourself or to assign tasks to another employee on the team.

Post: The Post tab is where you will share updates with your case team or add notes to the case to document information. The Post tab is also where you can attach files to a case (see Uploading Files).

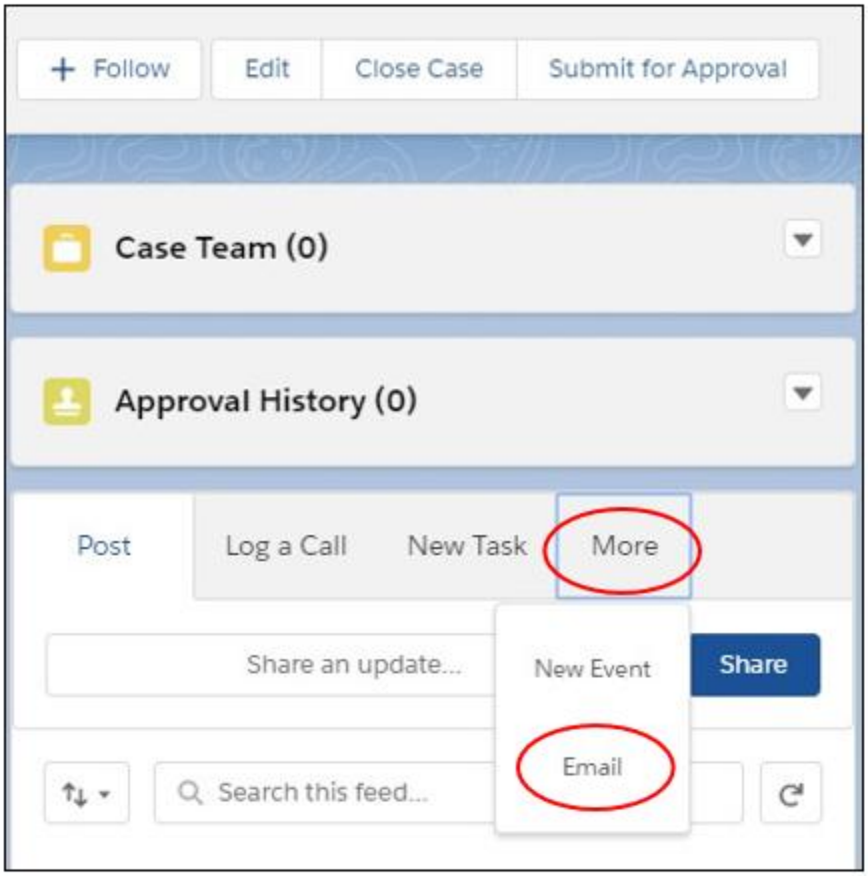
Log a Call: The Log a Call tab can be used to document communication with parties to a case, such as phone calls or emails.

New Task: A task is something you are scheduling for yourself or someone else to do in the future. Tasks can be attached to cases in order to track activities. By default, a task is assigned to the person who creates it. When a user is assigned a task, or a reminder is set, a system notification will appear in the notification bell icon.

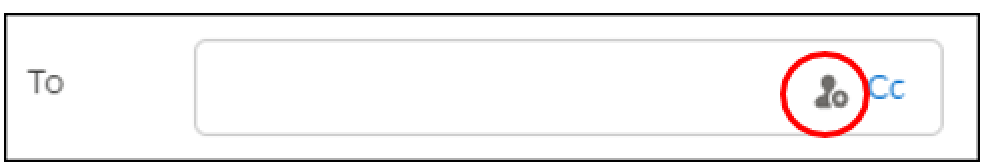
To view all tasks, select the Tasks tab, or use the drop-down arrow on the **Today's Tasks** component on the Home page.

Using the Email Function to Email Other Users on your Team

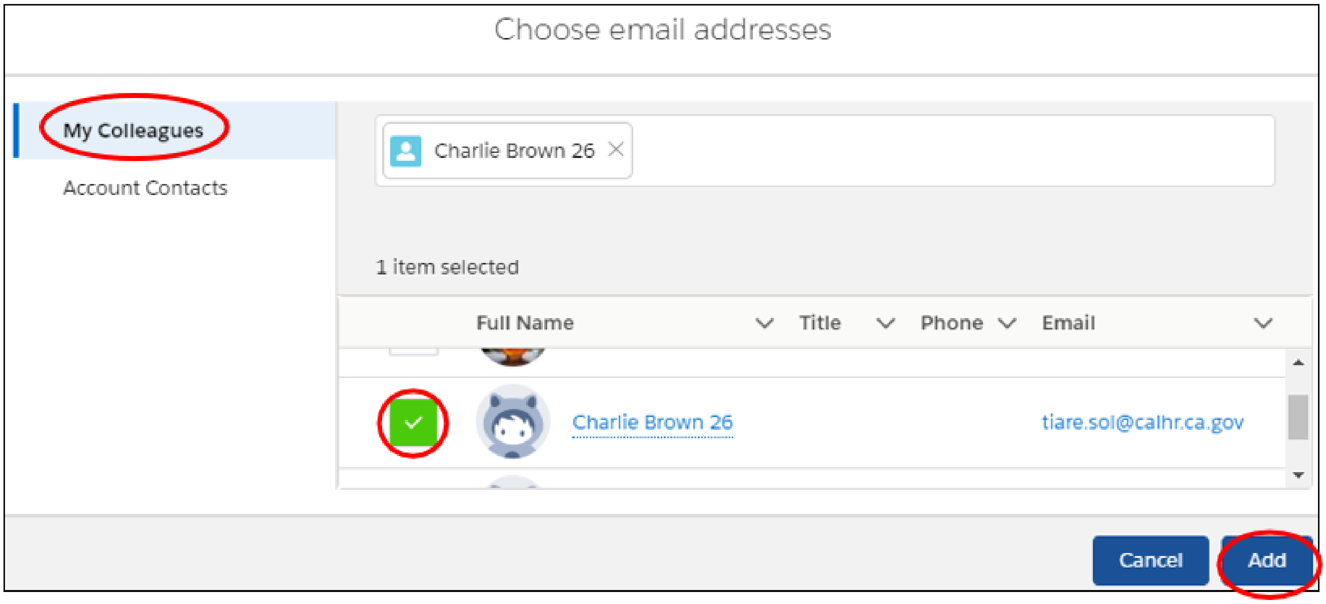
- Log in and open the record from which you want to send the email.
- In the *Chatter Feed*, select **Email**. If the option does not show, select **More** and a dropdown will appear. Select **Email**.



- Add an email address in the **To:** field. Use the email address icon to insert the user's email address, or type it in.



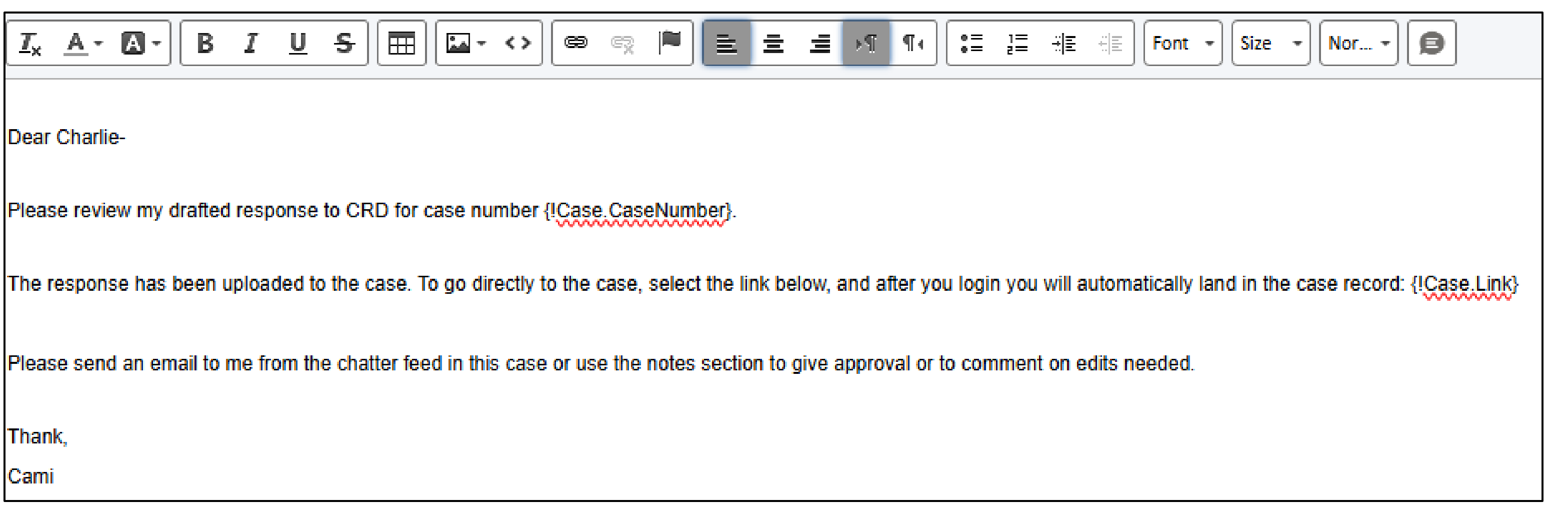
- If you use the lookup email icon, with **My Colleagues** selected, mark the checkmark box(es) next to the user(s) on your team you want to send the email to. Select **Add**.



- Type in the subject of your email.

- Write the body of your email.
  - If you want the case number to automatically populate in the body of your email, write in the merge field: **!Case.CaseNumber}** You may also use this merge field in the subject field of your email.

  - If you want the receiver of the email to be able to select a link to go directly into the case you are referring to, write in the merge field in the body of your email: **Case.Link}**



- You may also adjust the font, add bullets and links, etc.

- ◻ Add any attachments you want.
  You may also drag files into the body of the email in order to add an attachment.

- ◻ **Preview** if you wish and select **Send**.

Sample email received that was sent from the Chatter Feed from inside a case:

Dear Charlie-

Please review my drafted response to CRD for case number 00012614.

The response has been uploaded to the case. To go directly to the case, select the link below, and after you login you will automatically land in the case record: https://calhr--uat.sandbox.my.salesforce.com/500cn00000C5XMD

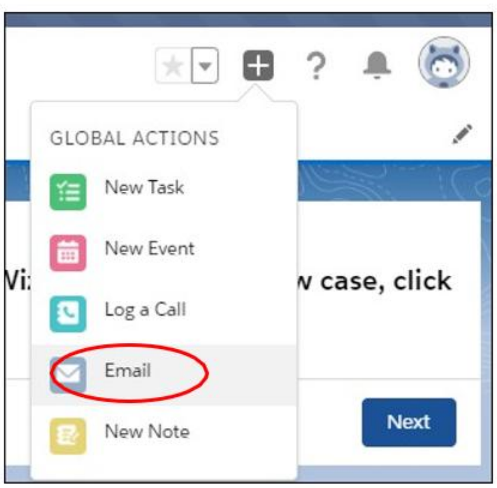
Please send an email to me from the chatter feed in this case or use the notes section to give approval or to comment on edits needed.

Thank,
Cami

ref:!00Dcn04nQNG.!500cn0C5XMD:ref

You may also send emails from inside the DCTS to email contacts who are not users of the system. You will type in the email address instead of using the My Colleagues lookup.

- ◻ If you want to send an email from the DCTS not linked to a case record, select the + icon from the top right section of the screen and select **Email**. To send an email from Global Actions follow the instructions above.

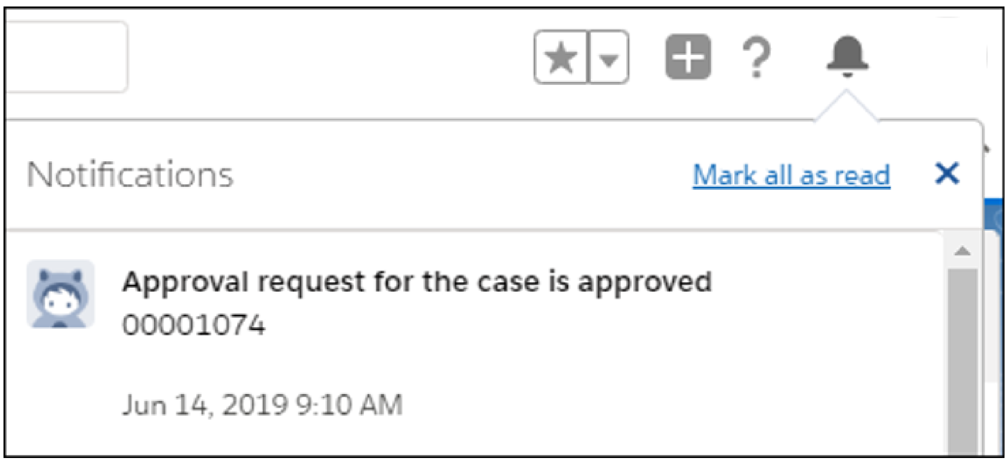


If your department has migrated to Office 365, the DCTS has the ability to connect your Salesforce account with their Office 365, in order to send emails that are linked to your 365 Outlook. For more information, contact the Program Consultant.

Notifications

Notifications alert users when key events occur in the DCTS that they should know about or that require their attention. For example, the EEO Officer will receive a notification when an approval request is submitted.

The number on the in-app notifications icon tells you how many unread notifications you have. Select the bell and then select an entry on your list of in-app notifications to navigate to the screen pertaining to the notification.



Appendix A - Security Agreement

CALHR
CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

Discrimination Complaint Tracking System
Security Agreement

Introduction

The California Department of Human resources (CalHR), through its Equity and Accessibility Management Services Division (EAMSD), provides statewide leadership and guidance in enforcing Equal Employment Opportunity (EEO) programs. To support this mandate, CalHR utilizes the Discrimination Complaint Tracking System (DCTS), a cloud-based case management tool for recording and monitoring discrimination and harassment complaints across state departments.

Discrimination Complaint Tracking and Monitoring Unit

The DCTS Program Consultant, under CalHR EAMSD, is responsible for: Reviewing and approving/denying user access requests, monitoring system activity, investigating unauthorized activity, ensuring compliance with these guidelines.

System Overview

DCTS captures sensitive complaint information, including complaint types, involved parties, filing dates, investigation details, and outcomes. It is the central record-keeping system for EEO Offices statewide and is accessed only by authorized personnel.

Access is limited to: EEO Officers, EEO Managers, EEO Investigators with CalHR approval.

Security and Access Requirements

- Access must be initiated only from department-owned, leased, or controlled workstations.
- Access from personal devices (e.g., phones, tablets) is strictly prohibited.
- Only bona-fide employees may be granted access for duties requiring DCTS use.
- All New Users are required to complete DCTS User Training prior to being granted access.

User Responsibilities and Confidentiality

By using DCTS, you agree to:

- Maintain the confidentiality of all discrimination and harassment complaint information.
- Not share your system access credentials with anyone, including supervisors or coworkers.
- Secure unattended workstations to prevent unauthorized access.
- Immediately report any compromised login credentials to your supervisor and CalHR, EAMSD.
- Stop using DCTS if your role changes (e.g., transfers out of EEO duties).
- Submit a new access request form for any position change within EEO.
- Cooperate fully with any security investigations conducted by CalHR.

Illegal access or misuse of your user account will result in revocation of your access and may be punishable by dismissal.

Legal Authorities

Government Code Sections 18753, 19790. et seq., 19792(k), 19795, and 7400 (a)(1) can be found at: leginfo.legislature.ca.gov under Government code. Information Practices Act of 1977 (California civil code, § 1798 et seq.) can be found at leginfo.legislature.ca.gov under Civil code. The Federal Privacy Act (Public Law 93-579) can be found at justice.gov.

Agreement and Certification

I certify that I have read and understand CalHR's DCTS Security and Access Guidelines. By signing this agreement, I accept personal responsibility to:

- Preserve all confidential information encountered through DCTS.
- Comply with all relevant policies, laws, and this agreement.

Print Name: ____________________

Signature ____________________

Date: ____________

Violation of this Security Agreement is considered serious. Departments may pursue corrective and/or disciplinary action against any employee who violates any provision of this agreement.

Appendix B - Access Request form

Print Form Reset Form

CALHR
CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

Discrimination Complaint Tracking System Access Request
California Department of Human Resources
State of California

The Discrimination Complaint Tracking System (DCTS) is California's system for tracking and monitoring state department discrimination and harassment complaint activities. Access to DCTS is limited to appropriate personnel, and in accordance with state laws. All requests must be approved by the California Department of Human Resources (CalHR), Equity and Accessibility Management Services Division (EAMSD).

INSTRUCTIONS

Complete all applicable fields of this form to request access or to deactivate a current user. Submit your completed form to CalHR.DCTS@calhr.ca.gov. A signed DCTS Security Agreement must accompany this form when requesting access.

CONTACT INFORMATION

Name	Email
Contact Number	Department
Classification	Sub Location (If applicable)

USER TYPE REQUEST

☐ **EEO Officer:** CalHR's primary contact who oversees the department's EEO Program. Departments are allotted one EEO Officer who must be at a minimum classification of Staff Services Manager I. The EEO Officer is responsible for submitting Quarterly Reports, opening, reviewing, and approving cases for closure. This form **must** be signed by the director of the department.

☐ **EEO Manager:** Reports to the EEO Officer and may supervise EEO Investigators. The EEO Manager may open cases and approve cases for closure. This form **must** be signed by the department's EEO Officer.

☐ **EEO Investigator:** Reports to the EEO Manager and/or the EEO Officer. The EEO Investigator may open and enter case information for assigned cases. The EEO Investigator must submit cases to the EEO Manager or EEO Officer to approve cases for closure. This form **must** be signed by the department's EEO Officer.

If EEO Investigator, or EEO Manager, do you report directly to the EEO Officer? ☐ Yes ☐ No

If no, enter the reporting manager's name and email address: ____________________

Signature ____________________ Date ____________________

EEO Officer or Department Director Certification: *I certify that the above-named employee is assigned duties requiring DCTS access and meets user access criteria. I have reviewed the DCTS Security Guidelines with my employee.*

EEO Officer, or Director Name ____________________ Signature ____________________ Date ____________________

Print Form Reset Form

DEACTIVATION REQUEST

Complete this section and promptly submit the deactivation request to CalHR.DCTS@calhr.ca.gov when a User vacates their EEO role.

Name

Email

Contact Number

Department

Reason for deactivation

EEO Officer, or Director Name

Signature

Date

PRIVACY STATEMENT

Privacy Notice on Information Collection

This notice is provided pursuant to the Information Practices Act of 1977. The California Department of Human Resources (CalHR), Equity and Accessibility Management Services Division (EAMSD), is requesting the information specified on this discrimination Complaint Tracking System Access request form. The information is collected pursuant to security access authority and protection of information, data, and systems of the State of California mandated by Government Code sections 19790, 11019.9, 11549, state Administrative Manual 5300, and Penal code section 502.

The information you provide will be used to determine eligibility for authorizing access to confidential data contained in the Discrimination Complaint Tracking System (DCTS). The submission of all information requested is mandatory unless otherwise noted. If you fail to provide the information requested, CalHR will not be able to authorize your access to the DCTS system.

Department Privacy Policy

The information collected by CalHR is subject to the limitations in the Information Practices Act of 1977 and state policy. For more information on how we care for your personal information, please read our Privacy Policy located on our website.

Access to Your Information

You have the right to access records containing your personal information. To request access, contact:

Discrimination Complaint Tracking and Monitoring Unit
1515 S Street, 400N
Sacramento, CA 95811
CalHR.DCTS@calhr.ca.gov

CalHR Use Only: ☐ Access Granted ☐ Access Denied

Reason for Denial:

EAMSD Name

Signature

Date

Appendix C - DCTS Glossary

Term	Definition
Accepted/Not Accepted	The case is accepted if jurisdiction is established and prima facie is met. The case is not accepted if prima facie is not met or if jurisdiction cannot be established.
Action (Against Respondents) Date	The date the post investigatory action will take place or become effective.
Action (Against Respondents) Details	Explanation of a corrective action taken against a respondent.
App Launcher	A system component which provides the user with access to all available apps and objects. The app launcher can be opened by selecting on the grid icon in the upper left corner of the screen.
Approval Process	The automated process of obtaining approval for case closure. EEO Investigators submit cases for approval to the EEO Officer who may approve, reject, or reassign approval of the case to an EEO Manager user.
CalHR	The State of California Department of Human Resources.
Case	A detailed description of a complaint of harassment, discrimination, retaliation and/or denial of reasonable accommodations entered into the DCTS.
Case Closure Date	The auto-populated date that the case was closed.
Case Number	Auto-generated number assigned to each case. Numbers start at 1000 and increase sequentially for cases entered statewide.
Case Owner	The user who opens the case, but changes to the investigator when an internal investigator is assigned. The owner may be changed by an EEO Officer or EEO Manager user.
Case Record	A record of the case, whether accepted or not accepted, including all fields, data, notes, and attachments associated with the case.
Case Role	Parties to the case may include one or more of the following roles: Complainant, Respondent, or Witness and their involved representative if applicable (Attorney, Union Representative, or Other such as friend or relative).

Term	Definition
Case Status	A case can have the following statuses: • Open – Case status is Open after the case is created; and for an accepted case, when it is in the investigatory phase. • Closed – A case status can be changed to Closed if the case has not been accepted or the investigation and required data fields are complete.
Case Type	The manner in which the department received the complaint. The DCTS case type options are: • Internal – Complaint or discovery of discrimination or harassment originating within a department. Complaint was initiated by an individual or group of complainants. • Anonymous – Case is filed anonymously. • Management Inquiry – Management of a state agency requests that an issue or incident is looked into. • CRD – Case is filed with the California Civil Rights Department. • EEOC – Case is filed with the Equal Employment Opportunity Commission. • Other – The case was filed as a grievance or at a federal level (Health and Human Services, Dept. of Labor, etc.).
Chatter Feed	While working within a case record, the area on the right side of the screen allows you to share notes and upload files to attach to the case. You may also log calls, send emails, and create tasks from the Chatter feed.
Complainant	A person who reports a complaint of alleged discrimination, harassment, retaliation, or denial of reasonable accommodation. A case may have multiple complainants.
Complaint Document	Document detailing the complaint received. Will likely be the complaint form, but if the formal complaint form was not received, the intake meeting notes, an email, handwritten notes, or another document may be uploaded to verify the receipt of a complaint.
Complaint Summary	A short summary (255 characters or less) of the incident(s) reported by the complainant.

Term	Definition
Complaint Type	A complaint will be categorized into one or more of the following: • Discrimination - Any act or failure to act, based in whole or in part on a person's protected category, that adversely affects privileges, benefits, working conditions, results in disparate treatment, or had a disparate impact on employees or applicants. • Harassment - When someone in the workplace mistreats another person, based on their gender, race, or other protected category. • Retaliation - The act of discriminating against an employee because that employee opposed any discriminatory practice, made a charge of discrimination, or testified, assisted or participated in any manner in an investigation, proceeding or hearing. • Denial of Reasonable Accommodation - Any change in the work environment, in the way things are customarily done, or in the application process that enables a person with a disability or who follows a religious practice to enjoy equal employment opportunities.
Complaints Subtab	The subtab in the case record where details are entered regarding the allegations made by the complainant. The following data fields are located on the Complaints subtab: one or more complaints types (discrimination, harassment, denial of reasonable accommodation, or retaliation) the protected categories associated with the type, and the outcome determined by the investigation.
Contractor	A person who works for an outside company that undertakes a contract to provide materials or labor to the state.
Corrective Action	Actions taken to improve the employee’s performance to an acceptable level or to prevent continued misconduct.
Created By	The read only field indicating the user who created the case in the DCTS.

Term	Definition
Dashboard	A dashboard displays data from reports as visual components, which can include charts, tables, or metrics. The dashboard components provide a snapshot of key case indicators for your department (EEO Officers) or for the cases you investigate (EEO Investigators).
Date of Incident	The date that the complainant states they experienced discrimination, harassment, retaliation, or denial of reasonable accommodation. The date may be unknown.
Date of Resolution	The date the department determines Post Investigation Activity (Settlement, Judgement, CRD, EEOC, or SPB filing) was resolved.
Date Received	Either the date the department received the verbal or written complaint, or the date other notice of a complaint (EEOC, CRD, Anonymous, or Management Inquiry) was received by the department.
Denial of Reasonable Accommodation	Not making a modification or adjustment to a job or the work environment or in the way things are customarily done that enables an individual with a disability to enjoy equal employment opportunity.
Department Case Number	Case number assigned to a complaint by a department.
Department Name	The department or the department sub-location where the incident of discrimination or harassment is alleged to have taken place.
Details Subtab	The subtab in a case record where details regarding the receipt of the complaint, the incident(s), the investigation, and the status of the case are stored.
Disciplinary Action	Disciplinary, legal actions taken in response to an employee’s serious or continued failure to meet the rules of conduct as defined by GC 19572. Adverse action is defined in California State Government employment as dismissal, demotion, suspension, or other disciplinary action.

Term	Definition
Discrimination	For an employer, because of the race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status of any person, to refuse to hire or employ the person or to refuse to select the person for a training program leading to employment, or to bar or to discharge the person from employment or from a training program leading to employment, or to discriminate against the person in compensation or in terms, conditions, or privileges of employment. (Government Code section 12940 et seq.)
EEO	Equal Employment Opportunity.
EEO Investigator	The individual assigned to investigate harassment and discrimination complaints. In small departments the EEO Officer may also serve as the EEO Investigator.
EEO Manager	In certain departments, the individual assigned to supervise employees who investigate and/or investigate discrimination and harassment complaints.
EEO Officer	The individual who by statute oversees the department EEO program and is responsible for providing state agency-wide leadership to achieve equal employment opportunity in every aspect of employment. (Government Code section 19795(a))
Email Alert	Email alerts send emails to recipients when certain actions occur within a case. EEO Investigators receive an email when they are assigned to investigate a case, and when a case they submitted for closure is rejected. EEO Officers receive an email alert when a case is submitted to them for closure approval.
Employee Core Record (ECR)	A record in the State Controller Office's (SCO) system used to store and manage a state employee's employment information for the purposes of maintaining a comprehensive statewide employee database.
Employee Lookup Button	When a party to a complaint is a state employee, the DCTS user must use this button to obtain employee information stored in the SCO's database.

Term	Definition
External Investigator	A third party investigator was hired by an agency to investigate a complaint. Non-state investigators may be hired when a department lacks trained investigators or when a connection to a complaint party may impact the ability to be impartial.
Harassment	Conduct that creates a hostile, offensive, oppressive, or intimidating work environment and deprives victims of their statutory right to work in a place free of discrimination when the harassing conduct sufficiently offends, humiliates, distresses, or intrudes upon its victim, so as to disrupt the victim's emotional tranquility in the workplace, affect the victim's ability to perform the job as usual, or otherwise interfere with and undermine the victim's personal sense of well-being. (Government Code section 12923(a))
Incident	An occurrence described by the complainant involving alleged acts of discrimination, harassment, retaliation, or failure provide reasonable accommodation.
Investigation Completion Date	The date the investigation of an accepted complaint was completed. For a CRD or EEOC complaint, the date the Position Statement was sent will be entered.
Investigative Report	The final report used by the department to document the EEO complaint, the investigation, and the outcomes determined for an accepted case. For a CRD or EEOC complaint, the Position Statement sent in response to a complaint received.
Lawsuit/Judgement	When a claimant brings their complaint to court to determine the liabilities of parties in a legal action. A judgment may be monetary or non-monetary, resolves all the contested issues and terminates the lawsuit.
List View	A summary list of records (for example, Cases and Parties). The DCTS comes with pre-defined list views, and users may create additional list views to see records that meet the specified criteria.
Lookup Field	A type of field that allows users to search for and link to other records, such as other department DCTS users, departments, and parties.

Term	Definition
Notifications	System alerts of specific events, such as task reminders or approval process updates. Notifications appear below the bell icon in the upper right corner of the screen.
Outcome	The result of an investigation into a reported act of discrimination harassment, denial of reasonable accommodation, or retaliation. The investigation may find that a complaint is substantiated, unsubstantiated, withdrawn, or statute of limitations run.
Party Type	The Complainant, Respondent, or Witness will be identified as a State Employee, Contractor, Volunteer, Vendor, Public, or Other.
Picklist	A selection of options displayed in a drop-down list for a particular field.
Post Investigation Subtab	The tab in the case record where actions taken against respondents and activities for closed cases such as lawsuits, judgements, filings with CRD, SPB, or EEOC, or settlements are entered. The Post Investigation subtab is only available for closed cases that were accepted.
Post Investigative Action Against Respondents-Record Type	The action was taken against a respondent by a department in response to a substantiated complaint of discrimination or harassment. The action can be corrective, disciplinary, referred for action, referral to law enforcement, none, or other.
Post Investigative Activity-Record Type	Activities in conjunction with or after a department's investigation into a claim of discrimination, harassment, denial of RA, or retaliation. The activity may be a lawsuit/judgement, a filing with CRD, SPB, or EEOC, a settlement or another filing against the department.

Term	Definition
Protected Categories	The groups protected from employment discrimination and harassment by law are as follows: • Discrimination and Harassment –age, ancestry, national origin, color, disability, gender identity and gender expression, genetic information, citizenship status, marital status, medical condition, AIDS/HIV, military/veteran status, race, religion, sex/gender, family care or medical leave, sexual orientation, pregnancy, childbirth, related medical conditions, and other (such as protective hairstyles) .
Referred for Action	After the investigation when case is closed, a case is referred to another unit or division (Human Resources, Legal, etc.) for follow-up actions.
Report of Conclusions and Findings	The name of a report prepared by an investigator after a formal discrimination complaint is filed, accepted, and investigated.
Reports	The DCTS tool where a user can run a prebuilt report or build an ad hoc report that returns a set of records that meets certain criteria, displayed in organized rows and columns. Report data can be filtered, grouped, displayed graphically as a chart, and exported to Excel.
Representative for	The case complainant, respondent, or witness who is supported by an attorney, union representative, or other representative.
Resolution Type	The formal post-investigation determination or decision made by an entity to resolve a complaint of discrimination or harassment.
Respondent	A person accused of engaging in alleged discrimination, harassment, retaliation, or denial of reasonable accommodation. A case may have multiple respondents.
Response Date	The date the Employer's EEOC or CRD Position Statement was sent in to the agency.

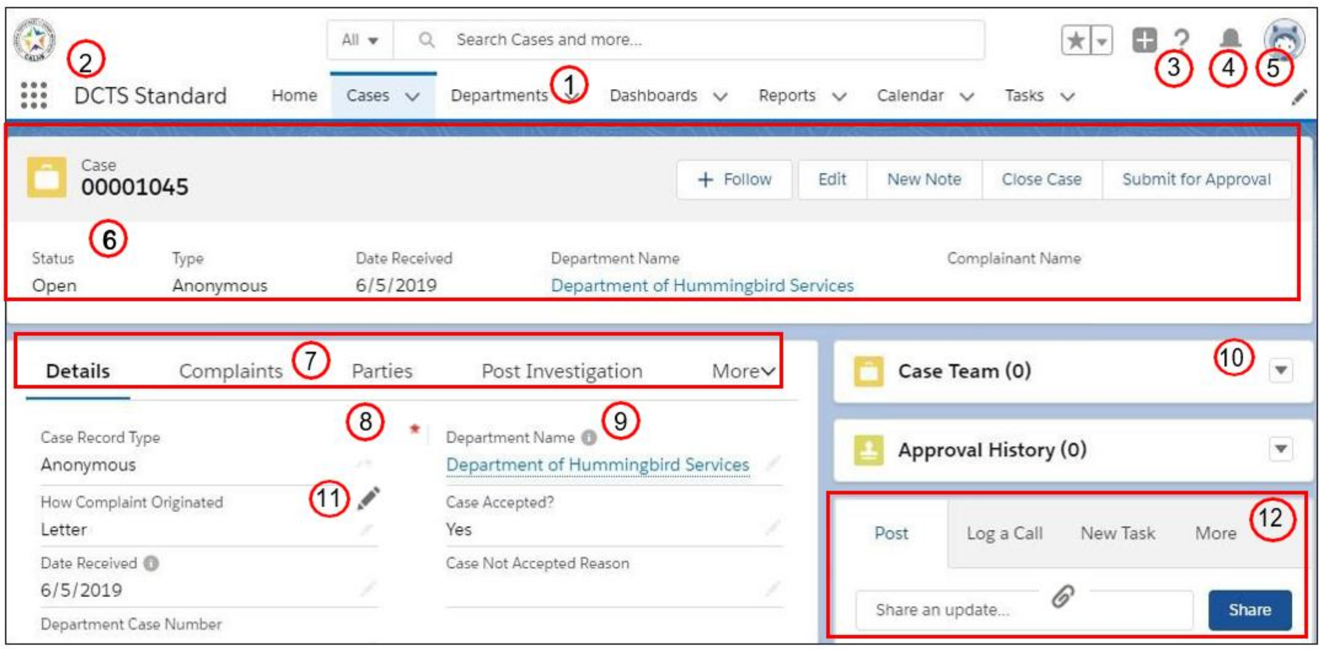
Term	Definition
Retaliation	A form of unlawful discrimination that occurs when an employer takes an adverse action against an employee, applicant or other covered individual because he or she engaged in a protected activity, including filing a charge of discrimination or harassment or participating in an investigation of alleged workplace misconduct.
Right to Sue	The option some complainants have to pursue legal action.
Role	For a party identified as Other, identifies the particular person or party acting as a representative.
Salesforce	The cloud computing platform on which the DCTS is built, which provides a case management system to departments and allows CalHR to view and report on statewide complaints.
Settlement	In lawsuits, settlement is an alternative to pursuing litigation through trial. A settlement agreement ends the litigation brought by the claimant.
Settlement Agreement	A written settlement agreement voluntarily signed by the complainant or agent and the agency, during the pre-complaint or formal complaint process, which resolves a discrimination or harassment complaint. The terms of the agreement are binding on both parties.
State Personnel Board	The State Personnel Board (SPB) investigates and adjudicates alleged violations of civil service law which are filed by employees, applicants, and members of the public.
Statute of Limitations	The statute prescribing a period of limitation for the bringing legal action when pursuing relief for work discrimination, harassment, denial of RA, or retaliation. In California, for a federal discrimination charge to be timely, the claimant must have filed the charge with either the EEOC within 300 days or the CRD within 365 days of the alleged unlawful act.
Substantiated	Outcome when a complaint is supported by evidence.

Term	Definition
Subtab	What appears in the second layer of tabs, and is related to what is in the primary tab. For example, under the primary tab “Cases” the DCTS has 4 subtabs: Details, Complaints, Parties, and Post Investigation.
System Administrator	The employee(s) who works with the Program Consultant to manage, configure, and customize the DCTS help solve technical issues users have with the system.
Terms of Resolution	For a Post Investigative Activity, the monetary or non-monetary provisions or stipulations are listed in a written agreement that resolved the complaint.
Unique Employee Identifier (UEID)	The unique number in the State Controller Office’s Employee Core Record system used to identify individual state employees. The UEID is stored as a 9-digit integer. The number will be pulled when the State Employee Lookup button is used to differentiate state employees in the DCTS.
Unsubstantiated	Also referred to as unfounded, this is the outcome when there is insufficient evidence to conclude that a policy was violated.
Vendor	A person performing services for the state pursuant to a contract.
Volunteer	An individual who works without pay for a state agency or program.
Web Browser	The software application used to access sites and information on the World Wide Web. The DCTS will work with the most recent versions of the following web browsers: Google Chrome (recommended), Mozilla Firefox, Microsoft Edge, and Safari. **Important: The DCTS will not function properly on an Internet Explorer browser.**
Witness	An individual who may have information about a matter under investigation.

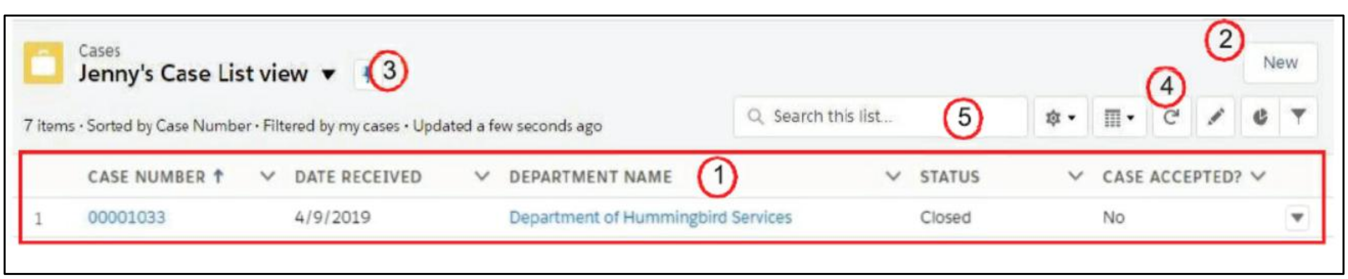
Appendix D - Important Symbols, Icons, and Features

Tip: Copy these symbols, icons and features and post as a tool.

1. DCTS **Tabs**- Switch between objects in the DCTS Standard app
2. **App Launcher** Open other DCTS applications and objects
3. Access **Help** resources
4. **Notifications** Icon – Alerts you when certain events occur
5. **User Profile** – Change your personal information and email preferences
6. **Highlights Panel** – Displays fields that summarize your record
7. **Sub Tabs** – Enter and view additional information
8. **Asterisk** – Signifies a required field
9. **Information** – Useful information about the field is displayed when your cursor hovers over icon
10. **Dropdown Arrow** – Access additional options
11. **Edit** Icon – Opens line edit mode on records
12. **Case Feed** – Contains tools for case management and is where comments and files will be added to a case



1. **List View** – A filtered list of records
2. **New** Button – Create a new Case
3. **Pin** Icon – Pin or unpin a list view to set a default view
4. **Refresh** Icon – Refresh the screen to load all changes made
5. **Search** to find a record



Appendix E - Authorities

- California Code of Regulations, title 2, section 64.3
- California Code of Regulations, title 2, section 11059
- California Code of Regulations, title 2, section 11060
- California Code of Regulations, title 2, section 11062
- Government Code section 12923
- Government Code section 12926 (q)
- Government Code section 14920
- Government Code section 19230
- Government Code sections 12940 to 12951
- Government Code sections 19700 to 19706
- Government Code sections 19790 to 19799
- United States Code, title 42, chapter 126

Program Consultant
916-319-9558

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916-324-9414

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