



# NON-RELATED LEGAL GUARDIAN USER GUIDE

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Project Management Office  
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|                 |
|-----------------|
| VERSION HISTORY |
|-----------------|

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| 1.0              | 06/01/2019  | P. Delaney      | New User Guide for NRLG |
|                  |             |                 |                         |
|                  |             |                 |                         |
|                  |             |                 |                         |

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AFDC-FC assistance payments are available for non-related legal guardians or temporary non-related legal guardians through Probate Court. If an individual has legal guardianship or has temporary letters of guardianship, he/she can request financial assistance.

The NRLG web portal automates the current process where a NRLG individual would contact the Child Protection Hotline to request financial assistance. The NRLG individual will now be able to complete the request by logging into the web portal which is located on the DCFS Internet. When the NRLG individual submits the request it will be routed to the regional office where the NRLG individual resides. The NRLG individual will be able to track the process to completion.

## User Roles

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**NRLG** – Includes any public individual who is awarded guardian ship of a minor. NRLG registers to use the web portal and completes a request for funding

**Internal User** – Includes (SCSW's, CSW's, RA's and ARA's.) Internal users can search, review request, edit a submitted request and complete and submit a request for an NRLG

**Reviewer** – Includes (Transfer Desk Clerks, Transfer Desk Supervisors.) Reviewers can search, review requests, edit submitted requests, complete and submit a request for an NRLG and assign request to SCSW to process

**Office Admin** – Includes (Clerical Administrators.) Office Admin can search, review requests, edit submitted requests, complete and submit a request for an NRLG and manage the user roles of the Transfer Desk staff



## Acronyms

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| Term  | Definition                              |
|-------|-----------------------------------------|
| NRLG  | Non-Related Legal Guardian. Public User |
| SAAMS | Search Attach And Merge Section.        |
| RA    | Regional Administrator                  |
| ARA   | Assistant Regional Administrator        |
| SCSW  | Supervising Children's Social Worker    |
| CSW   | Children's Social Worker                |
| CA    | Clerical Administrator                  |

## System Requirements

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To access the NRLG Web Portal application, the following conditions are required:

- NRLG (must registered by completing the new user registration which includes completing new user profile, creating an email/password and selecting three (3) security questions and answers
- Internal User (must have the titles of RA, ARA, SCSW, CSW, CA
- SAAMS/Transfer Desk (must be active in the user table. Table updates done by Office Admin)
- Office Admin (must be CA)
- System Admin (must be assigned BIS staff)

## PARTICIPANT GUIDE

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### NRLG Role

#### Login Page

- Users accessing NRLG will need to register prior to accessing the web portal
- Click on link to access NRLG Web Portal: [NRLG - Login](#)



**Sign In**

Email

Password

**Sign In**

[Forgot E-Mail](#)

[Forgot Password](#)

[Resources \(FAQ, References, Contacts\)](#)

[DCFS Employees](#)

Don't have an account? [Sign Up](#)

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- Click on the Sign Up link to start new user registration
- Complete all fields, click on the “I have reviewed the information above and certify that this information is correct” check box and then click on the I’m not a robot check box (all fields are mandatory, but only one phone number is mandatory)
- Click on the “Sign Up” button.
- Click on the “Go to Login Page” link. This will open the login page.

**Registration Complete!**

[Go To Login Page](#)

- Enter your newly created email address and password and click on the “Sign In” button
- Answer the two security questions that you created when you registered and click the “Submit” button



### Sign Up

Please answer these two security questions.

Question 1: In what city or town was your first job?

Answer 1

Question 2: What is your favorite movie?

Answer 2

Submit

### Request Financial Assistance form

- Click on the “Request Financial Assistance” tab

| Court Case Number | Request Number | Minor Name(s) | Date Request Submitted | Transfer Desk Contact# | Reasoning (If Denied) | Status |
|-------------------|----------------|---------------|------------------------|------------------------|-----------------------|--------|
|-------------------|----------------|---------------|------------------------|------------------------|-----------------------|--------|

### Non-Related Legal Guardian Information section

- Your name, address and phone numbers will populate from the registration you created
- If you have an Agency working with you enter the name in the “Agency” field
- If you know your Probate number, enter it in the “Probate Number” field
- If you know the Date Temporary or Permanent Guardianship Granted enter it the “Date Temporary or Permanent Guardianship Granted” field

### Non-Related Legal Guardian Information

Non-Related Legal Guardian Information

Last Name: Doe First Name: John Middle Name:   
Address: 1234 Nowhere St. City: Norwalk State: CA Zip: 90650   
Home Phone: (111) 111-1111 Cell Phone: Work Phone:   
Agency: Probate Number: Date Temporary or Permanent Guardianship Granted:

### Minor’s Information section

- Click on the “+ Add Child” button to add one or more children



| Minor's Information         |           |             |        |      |       |     |     |     |       |  |
|-----------------------------|-----------|-------------|--------|------|-------|-----|-----|-----|-------|--|
| First Na...                 | Last Name | Middle Name | Street | City | State | Zip | DOB | Age | Phone |  |
| No data                     |           |             |        |      |       |     |     |     |       |  |
| <a href="#">+ Add Child</a> |           |             |        |      |       |     |     |     |       |  |

- Enter Child information. Mandatory fields are indicated by a \* next to the label

Child Information

First Name: \*

Last Name: \*

Middle Name:

Street: \*

City: \*

State:

CA

Zip: \*

DOB:

Age:

Phone: \*

( ) - -

Save

Cancel

- You can edit or delete a child by clicking on the “Edit” or “Delete” link

| Minor's Information         |            |             |                 |         |       |       |          |     |            |                                             |
|-----------------------------|------------|-------------|-----------------|---------|-------|-------|----------|-----|------------|---------------------------------------------|
| Last Name                   | First Name | Middle Name | Address         | City    | State | Zip   | DOB      | Age | Phone      |                                             |
| Little                      | Doe        |             | 1234 Nowhere St | Norwalk | CA    | 90650 | 1/1/2010 |     | 1111111111 | <a href="#">Edit</a> <a href="#">Delete</a> |
| <a href="#">+ Add Child</a> |            |             |                 |         |       |       |          |     |            |                                             |

### Father's and Mother's Information section

- If known, enter the Father and Mother information.
- If not know, check the “Father Information Unknown” and/or “Mother Information Unknown”

Father's Information

☐ Father Information Unknown

Last Name:

First Name:

Middle Name:

Date of Birth:

Age:

0

Primary Phone:

( ) - -

Address:

City:

State:

Zip:

Mother's Information

☐ Mother Information Unknown

Last Name:

First Name:

Middle Name:

Date of Birth:

Age:

0

Primary Phone:

( ) - -

Address:

City:

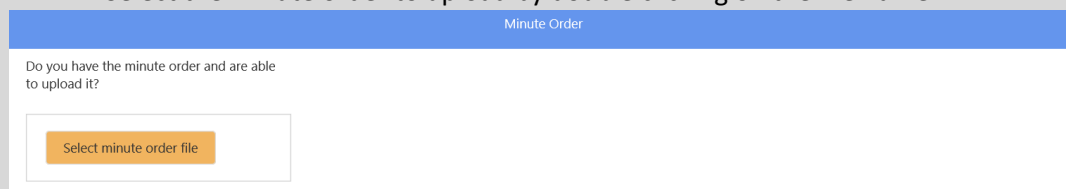
State:

Zip:

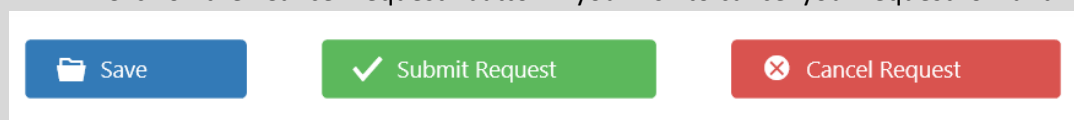


### Minute Order section

- If you have a minute order and are able to upload it click on the “Select minute order file” button
- Select the minute order to upload by double clicking on the file name

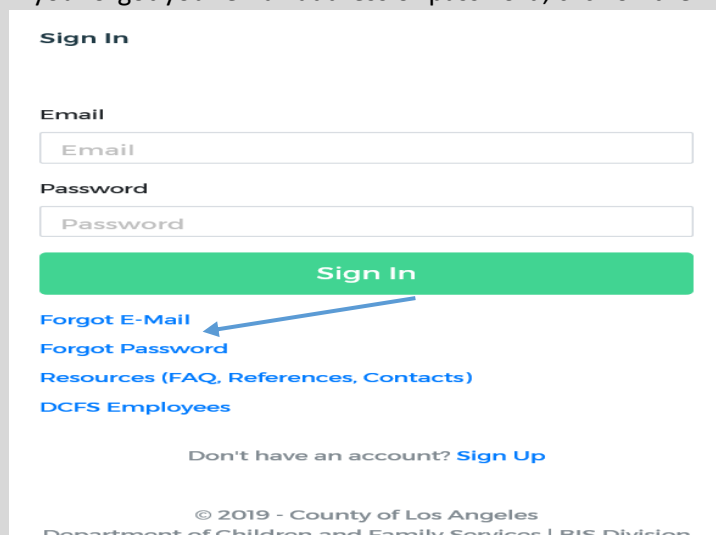


- Click on the “Save” button to save a draft
- Click on the “Submit” button to submit your request
- Click on the “Cancel Request” button if you wish to cancel your request for funding



The status of your request will appear on the Home page in the “Status” column

If you forgot your email address or password, click on the link located on the login page



### Forgot E-Mail

- Enter your First Name, Last Name and Phone Number and click the “Submit” Button



**Forgot E-Mail**

**First Name**

**Last Name**

**Phone Number**

**Submit**

**Back**

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#### Forgot Password

- Click on the “Forgot Password” link to reset your password

**Forgot Password**

**Email**

**Submit**

**Back**

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#### Resources

- You can click on the “Resources (FAQ, Reference, Contacts)” for Frequently Asked Questions, References or DCFS Contacts

**Sign In**

[Forgot E-Mail](#)

[Forgot Password](#)

[Resources \(FAQ, References, Contacts\)](#)



## DCFS Internal User Role

- Click on the “DCFS Employees” link on the login page

**Sign In**

Email

Password

**Sign In**

[Forgot E-Mail](#)

[Forgot Password](#)

[Resources \(FAQ, References, Contacts\)](#)

[DCFS Employees](#)

Don't have an account? [Sign Up](#)

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- Click on your email address to log in.

### Creating a Financial Assistance Request for NRLG

- Prior to creating a request for an NRLG perform a search first to make sure there is not already a request submitted or draft

Home Request Financial Assistance Resources Logout Hello, Patrick Delaney (BIS)

To create a new request for financial assistance, please perform a search first to ensure there isn't an existing open case.

Probate Number: Request Number: NRLG Last Name: NRLG First Name: Minor Last Name: Minor First Name: Minor Date of Birth: Assigned Office: Status: Select...

**Search NRLG**

- If a request has been saved or submitted it will show up in the table below. Click on Fund Request ID to open request

| FundRequest Id | Probate Number | NRLG Name | Minors     | RequestDate | Assign To SCSW Date | Assigned Office  | Status |
|----------------|----------------|-----------|------------|-------------|---------------------|------------------|--------|
| 791            |                | John Doe  | Little Doe |             |                     | Santa Fe Springs | Submit |

If no request shows in the table, you may begin to create a new request by clicking on the Request for Financial Assistance tab and complete all required fields:



## Non-Related Legal Guardian Information section

- Complete all required fields

Non-Related Legal Guardian Information

Last Name:

First Name:

Middle Name:

Address:

City:

State:

Zip:

Home Phone:

Cell Phone:

Work Phone:

Agency:

Probate Number:

Date Temporary or Permanent Guardianship Granted:

## Minor's Information section

- Click on the "+ Add Child" button to add one or more children

Minor's Information

| First Name | Last Name | Middle Name | Street | City | State | Zip | DOB | Age | Phone |
|------------|-----------|-------------|--------|------|-------|-----|-----|-----|-------|
| No data    |           |             |        |      |       |     |     |     |       |

- Enter Child information. Mandatory fields are indicated by a \* next to the label

Child Information

First Name: \*

Last Name: \*

Middle Name:

Street: \*

City: \*

State: CA

Zip: \*

DOB:

Age:

Phone: \*

Save

Cancel

- You can edit or delete a child by clicking on the "Edit" or "Delete" link

Minor's Information

| Last Name | First Name | Middle Name | Address         | City    | State | Zip   | DOB      | Age | Phone      |                                             |
|-----------|------------|-------------|-----------------|---------|-------|-------|----------|-----|------------|---------------------------------------------|
| Little    | Doe        |             | 1234 Nowhere St | Norwalk | CA    | 90650 | 1/1/2010 |     | 1111111111 | <a href="#">Edit</a> <a href="#">Delete</a> |

## Father's and Mother's Information section

- If known, enter the Father and Mother information.



- If not know, check the “Father Information Unknown” and/or “Mother Information Unknown”

Father's Information

☐ Father Information Unknown

Last Name:  First Name:  Middle Name:

Date of Birth:  Age:  0 Primary Phone:

Address:

City:  State:  Zip:

Mother's Information

☐ Mother Information Unknown

Last Name:  First Name:  Middle Name:

Date of Birth:  Age:  0 Primary Phone:

Address:

City:  State:  Zip:

### Minute Order section

- If you have a minute order and are able to upload it click on the “Select minute order file” button
- Select the minute order to upload by double clicking on the file name

Minute Order

Do you have the minute order and are able to upload it?

Select minute order file

- Click on the “Save” button to save a draft
- Click on the “Submit” button to submit your request
- Click on the “Cancel Request” button if you wish to cancel your request for funding

Save

Submit Request

Cancel Request



## DCFS Transfer Desk Role

- Click on the “DCFS Employees” link on the login page

**Sign In**

Email

Password

**Sign In**

[Forgot E-Mail](#)

[Forgot Password](#)

[Resources \(FAQ, References, Contacts\)](#)

[DCFS Employees](#)

Don't have an account? [Sign Up](#)

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- Click on your email address to log in.

## Creating a Financial Assistance Request for NRLG

- Follow same steps for DCFS Internal user, Pages 10 through 12

## Processing a request

- Requests assigned to your office will appear on you Home landing page in the table below the search fields

To create a new request for financial assistance, please perform a search first to ensure there isn't an existing open case.

Probate Number:  Request Number:  NRLG Last Name:  NRLG First Name:

Minor Last Name:  Minor First Name:  Minor Date of Birth:

Status:

| FundRequest Id | Probate Number | NRLG Name  | Minors         | RequestDate | Assign To SCSW Date | Assigned Office | Status |
|----------------|----------------|------------|----------------|-------------|---------------------|-----------------|--------|
| 870            |                | Joe Green  | Green Joe Jr.  |             |                     | Lancaster       | Submit |
| 869            |                | Joe Black  | Black Joe Jr.  |             |                     | Lancaster       | Submit |
| 871            |                | Joe Orange | Orange Joe Jr. |             |                     | Lancaster       | Submit |

- Click on the FundRequest Id to open submitted requests
- You may make edits to the request prior to processing.
- You can enter notes in the note section and click on Add Note to save your notes



| Notes                 |           |      |
|-----------------------|-----------|------|
| Author                | TimeStamp | Note |
| No data               |           |      |
| <b>Add a New Note</b> |           |      |
| <div></div>           |           |      |
| <div>+ Add Note</div> |           |      |

If the requests was sent to the wrong office you may redirect to the right office

- Click on the Regional Office drop down to select a different office

| Review                                                                                                                                                                                                                                       |                                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| Please review this request and if the request is cancelled? Change the Status to Cancelled and click on the Cancel Request button. If Regional Office is correct, assigned a SCSW to the request. A notification email will be sent to them. |                                                                                                    |
| Regional Office:                                                                                                                                                                                                                             | <div>GLENDORA<br/>LANCASTER<br/>METRO NORTH<br/>PALMDALE<br/>PASADENA<br/>EL MONTE/ASIAN PAC</div> |
| Assigned SCSW:                                                                                                                                                                                                                               | <div>Select...</div>                                                                               |
| Date Assigned to SCSW:                                                                                                                                                                                                                       | <div></div>                                                                                        |

Save

Click on Save button to redirect.

Assigning Request to an SCSW to process

- Select SCSW from the Assigned SCSW drop down

|                |                      |                        |             |
|----------------|----------------------|------------------------|-------------|
| Assigned SCSW: | <div>Select...</div> | Date Assigned to SCSW: | <div></div> |
|----------------|----------------------|------------------------|-------------|

- Click on Save button to save a draft
- Click on Process button to process request
- Click on Cancel button to cancel request

|                 |                              |                             |
|-----------------|------------------------------|-----------------------------|
| <div>Save</div> | <div>✓ Process Request</div> | <div>✗ Cancel Request</div> |
|-----------------|------------------------------|-----------------------------|

Once you Process the request no changes can be made, except to add additional notes.

An email will be sent to the SCSW notifying he/she that they have a pending NRLG request for financial assistance



## DCFS Office Admin Role

- Click on the “DCFS Employees” link on the login page

**Sign In**

Email

Password

**Sign In**

[Forgot E-Mail](#)

[Forgot Password](#)

[Resources \(FAQ, References, Contacts\)](#)

[DCFS Employees](#)

Don't have an account? [Sign Up](#)

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- Click on your email address to log in.

### Creating a Financial Assistance Request for NRLG

- Follow same steps for DCFS Internal user, Pages 10 through 12

### Managing Transfer Desk staff

- Click on the Admin button on the top navigation bar

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**Non-Related Legal Guardianship Portal**

Home Request Financial Assistance Resources Admin Logout

Hello, admin user!

- You can search for existing staff by entering employee information and clicking on the Search User button

Last Name:

First Name:

Assigned Office:

Employee No:

Status:

Role:



- You can edit or delete existing users by clicking on the Edit or Delete button

| Employee No            | Last Name | First Name | Assigned Office | Role         | Status |                                             |
|------------------------|-----------|------------|-----------------|--------------|--------|---------------------------------------------|
| Q                      | Q         | Q          | (All)           | (All)        | (All)  |                                             |
| admin_users111@dcfs... | user      | admin      | BELVEDERE       | Office Admin | Active | <a href="#">Edit</a> <a href="#">Delete</a> |
| david.vega1291@gma...  | Doe       | David      | BELVEDERE       | Office Admin | Active | <a href="#">Edit</a> <a href="#">Delete</a> |

- You can add a new user by clicking on the Add User button

|                                            |                                     |                                           |                                        |
|--------------------------------------------|-------------------------------------|-------------------------------------------|----------------------------------------|
| First Name:                                | <input type="text"/>                | Assigned Office:                          | <input type="text" value="Select..."/> |
| Status:                                    | <input type="text" value="Active"/> | Role:                                     | <input type="text" value="Select..."/> |
| <input type="button" value="Search User"/> |                                     | <input type="button" value="+ Add User"/> |                                        |

- Complete required fields and click on Save button

User Information

Employee No: \*

Last Name: \*

First Name: \*

Assigned Office: \*

Role: \*

Status: \*

Save

Cancel

END OF USER GUIDE