Discrimination Complaint Tracking System
Frequently Asked Questions

Logging in and System Information

1. I attended DCTS training and have not received my login information. It has been a few weeks. What should I do?

   First, check your email's junk folder in outlook. If you still cannot find it please email DCTS@calhr.ca.gov to request another login email is sent.

2. I attempted to sign in, but I never received an email containing my verification code.

   Sometimes, the emails from salesforce.com can get caught by a department's spam-filtering software. First try checking your junk email folder. If you don't see the email, ask your IT department if your message was quarantined, and if it can be released to you. Your IT department may need to add an exception to allow system emails to get through.

3. When I attempt to reset my password, I get an error message telling me that I haven't selected an answer to my password hint.

   This error message indicates that you have not yet completed your initial login to the system. Contact the System Administrator for a password reset link that will allow you to create a password, choose a security question, and create a hint.

Entering Cases

4. What is CalHR's authority to collect data in the DCTS?

   Government Code section 19790 states that CalHR will advocate, coordinate, enforce and monitor EEO programs. This is statewide. Under Government Code section 19792 k(1), CalHR was directed to establish and maintain a tracking system that will collect discrimination and harassment complaint data.

5. The complainant submitted a complaint form with almost every box checked on the form's Basis for Complaint section. During the intake meeting it became clear that the employee is really only claiming discrimination based on age. Do I have to add all of the complainant's original allegations into the DCTS?

   If you determine after the intake meeting that you will only be investigating some of the complaint/protected categories initially turned in on the form, you may enter the complaints you will be investigating on the DCTS Complaints subtab.

6. I received a verbal complaint in my office today and we do not require complaints to be submitted on our complaint form. What do I upload as my complaint document?

   Upload your intake form or your notes from the intake meeting or any document that contains information regarding the complaint you received.

7. I have a complaint that alleges several incidents of sexually harassing behavior. The DCTS only allows me to enter the complaint type Harassment, Sexual Harassment one time. Although there are multiple complaints/incidents of sexual harassment, some are substantiated and some are unsubstantiated. How do I enter this?

   On the Complaints subtab you will enter the record type of Harassment and select Sexual Harassment for your protected category. If any of the incidents of sexual harassment are substantiated, select Substantiated as the outcome. Your uploaded final report will detail which incidents of reported sexual harassment were substantiated and which had other outcomes. You may also add additional information in the notes section.

8. I receive bullying complaints in my office as well as EEO complaints. I want to enter these into the DCTS in order to track and report on them. Am I able to do that?

   Only enter complaints received that are related to harassment, discrimination, denial of reasonable accommodation, or retaliation. Do not enter non-EEO complaints. The "Other" case type should only be used if an EEO complaint is received from a federal level, such as Health and Human Services or the Department of Labor, from your Labor Relations Division because an EEO complaint was part of the grievance, or for a program specific to your department that requires you to address EEO related complaints.

9. I am an EEO Officer or EEO Manager, and I would like to assign multiple investigators to a single case.

   You can give access to multiple investigators by adding them to the Case Team component in the right panel of your case record. Select Add Member from the drop-down menu, then use the lookup field to find and select the investigator you would like to add.

10. How do we log complaints where the Complainant or the Respondent is an employee from another state department?

    In this case it is prudent for both departments to take part in the investigation of the complaint and/or track outcomes. You should enter the case even if the other department will also be entering it. Since the party from another department won't come up in your state employee lookup, select that party type as "Other" and write "Other state department employee" in the Role field.

11. When we receive complaints from EEOC or DFEH sometimes a respondent name is not listed. What do we do if the name of the respondent is not given but the complaint is directed towards our department as a whole?

    The name of the respondent is whoever the complaint is against. If no one is named, please choose "Other" for the respondent party type and in the Role field type the name of your department.

12. I cannot find one of our employees with the employee lookup button. Why is this happening and what should I do?

    First, check the spelling of the last name you entered to look up the employee. If the last name is spelled correctly, try to look up the employee by entering only part of the last name. If the employee is new, they may not yet be in the State Controller Office's system. In this case you may temporarily select "Other" as the Party Type and when you return later you may try the search again and add them as a state employee. If the problem continues, please contact the System Administrator.

Post Investigation

13. We received an internal complaint, investigated it, and closed our case. Now we received a DFEH notice from that same complainant for the same case but it alleges different protected categories than the complaint we just investigated. Do we enter this as a post investigation activity or enter it as a new DFEH case?

    If the dates and events alleged in the DFEH notice make it clear that the complaint is part of the same case you already investigated, you may assume the DFEH case is directly connected to the Internal case. Even though the complaint types and protected categories are not the same, you can add the information as Post Investigation Activity. If you plan to investigate different dates and/or events, open a new case and choose DFEH as your new case record type.

Fees

14. Is there a cost for the DCTS for each department? What is the cost? Is it per department or for each individual user? Is it a onetime cost or annual?

    Government Code sections 19792 k(1) and k(2) reference fees for DCTS. Our Budget Office will send out notifications to departments regarding fees, which will be charged annually. Costs for maintenance and operation of the system are distributed amongst all state departments. The fee is calculated each year and is dependent on the number of DCTS users for your department.