If your Agency has questions pertaining to Protective Service Alert or Recording Case Disposition functionality in SACWIS, please feel free to contact:

SACWIS Helpdesk   SACWIS_HELP_DESK@jfs.Ohio.gov   1-800-686-1580

The following articles have been posted to the SACWIS Knowledge Base to provide step-by-step instructions on this functionality.

- o Creating a Protective Service Alert
  https://jfskb.com/sacwis/index.php/administration/163-utilities/1015-creating-a-protective-service-alert
- o Recording Case Disposition
  https://jfskb.com/sacwis/index.php/intake/80-investigation/1016-recording-case-disposition

Question: What SACWIS role is needed to perform the "Maintain PSA" function?

Answer: A Protective Service Alert can be created or edited by users with the All Caseworkers security user group. No changes have been made to the security roles or profiles with this initiative.

Question: Please clarify the difference between and Incoming and Outgoing PSA.

Answer: An Incoming PSA is an alert received from another state or territory. Any PSAs received by the Office of Children and Families are entered by ODJFS staff, but a PCSA may enter an Incoming PSA sent directly to their agency.

An Outgoing PSA is one that is forwarded to other state(s) where the PCSA has reason to believe the child or family may be located.

All other PSAs are considered In-State Only, where they are issued by an Ohio PCSA and the PSA is not sent to any other states or territories.

Question: When completing an outgoing PSA to another state, does entering that in SACWIS actually notify the other state or does the county have additional actions to ensure the other state is aware?

Answer: SACWIS does not automatically notify any other state or agency of a PSA. The originating PCSA is responsible for generating the PSA report and forwarding it to other state(s) as needed. The state(s) where the PSA has been sent are documented on the Outgoing PSA tab in the Protective Service Alert record in SACWIS.

Question: Are there any SACWIS reports to identify disposition of unable to locate, PSA, and the worker who entered it?

Answer: The Protective Service Alert Response Statistical Report is available in the Administration> Reports list, under the Administration Report Category. The report lists PSAs for the agency within a specified timeframe, and includes person and PSA information, including the linked intake ID if the PSA was generated from an intake with a disposition of Unable to Locate. We will look at an enhancement to include the originating worker in the report.

Question: When are these changes expected to go into SACWIS?

Answer: The enhancements will be in SACWIS Build 4.06, scheduled for May 21, 2020.