

Managing Service Professionals in Ohio RTIS



Knowledge Base Article

Managing Service Professionals in Ohio RTIS

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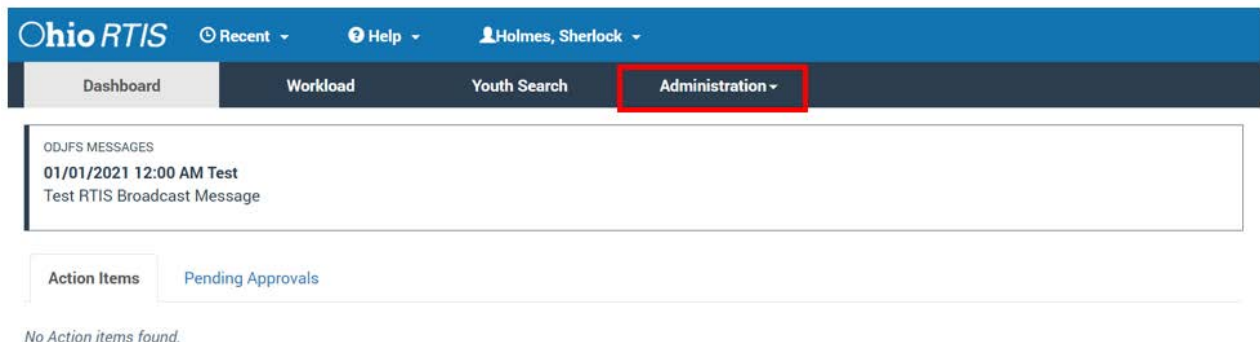
Managing Service Professionals in Ohio RTIS

Overview

This article describes how to maintain a listing of Service Professionals in Provider records being linked to Placement and Aftercare Services in the Discharge Plan. These can include individuals such as counselors, case managers, therapists, tutors, mentors, etc. The names of Service Professionals working with a youth will pull into the Discharge Plan record and corresponding report, along with their contact information. A utility has been created to easily keep the list of individuals employed by the Provider up to date. The Service Professionals list will be collectively managed by all RTIS Users.

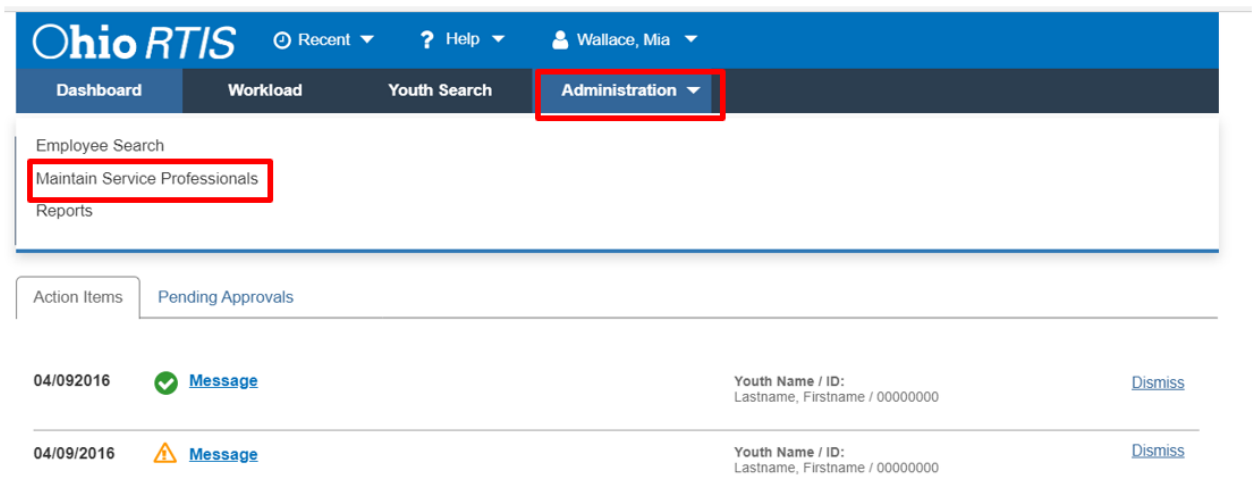
Navigating to the Service Professionals Utility

1. From the Ohio RTIS Dashboard, click the **Administration** tab and select **Maintain Service Professionals** from the drop-down menu.



The **Administration** screen appears.

2. Click the **Maintain Service Professionals** link.



The **Maintain Service Professionals - Search for Provider** screen appears.

Note: Service Professionals can also be edited and modified while completing a Discharge Plan through the Placement Services tab and the Aftercare Services tab. When a user is creating or editing a service through the Service Status Details page, the

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buttons of **Add Service Professional** and **Manage Service Professionals** will navigate to these same screens described below.

Ohio RTIS Recent Help Wallace, Mia

Service Status Details

Workload > Youth Overview > Discharge Plan

YOUTH NAME / ID: Dewitt, Jimmy Chainsaw / 00000000 GENDER, AGE, DOB: Male, Age 00, MM/DD/YYYY STATUS: Current Placement

<Aftercare/Placement> Status Details

Service Category: <Service Category> Service Type: <Service Type>

Status: * Scheduled Appointment Date: * Time: HH:MM AM/PM

End Service

Provider Information

Provider Name / ID: <Provider> Provider Address: <Provider> Service Description: Group Therapy

Change Provider

Available Service Professionals: Add All Add

Selected Service Professionals: Remove Remove All

Add Service Professional Manage Service Professionals

Locating a Provider

1. On the **Maintain Service Professionals - Search for Provider** screen, enter the **Provider Name**, or the numerical **Provider ID**, if known.
2. Place a checkmark in the check box for **Include Closed Providers** to include in the results, if desired.
3. Click **Search**.

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Maintain Service Professionals - Search for Provider

Provider Name: OR Provider ID:

Note: If Provider ID is entered, Provider Name and Status will be ignored.

include Closed Providers

The **Search Results** grid appears.

4. Click the [manage](#) hyperlink next to the relevant Provider.

The **Manage Service Professionals** screen appears.

Note: RTIS will utilize the SACWIS database to find results. If a Service Provider is used frequently, keeping track of the Provider ID may be helpful, as to ensure the Service Professional list is being maintained on the same Provider record.

SACWIS contains a list of nearly every service provider in the State of Ohio. These records are created by child welfare staff and it is possible duplicates exist in the system. If duplicate Provider IDs are identified, notify the RTIS/SACWIS Help Desk so that these IDs may be merged, which will consolidate the Service Professional lists from both onto the retained Provider ID.

If the desired Provider cannot be found in the system, notify the RTIS/SACWIS Help Desk so that it may be created in SACWIS for use by RTIS.

Search Results

Result(s) 1 to 10 of 101 / Page 1 of 11

	Provider Name / ID	Provider Status	Current Primary Address
manage		ACTIVE	
manage		ACTIVE	
manage		ACTIVE	
manage		ACTIVE	
manage		ACTIVE	
manage		ACTIVE	
manage		ACTIVE	

The **Manage Service Professionals** screen appears.

Managing a Provider's Service Professionals List

From the **Manage Service Professionals** page for a Provider, you may update existing records, delete, activate inactive records, or create new service professional records.

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1. Click, **Add Service Professional**.

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Manage Service Professionals

Administration

PROVIDER NAME / ID: The Village Network - Know County Children's Resource Center / 00000000

Service Professionals

Active Service Professionals

	Service Professional	Contact Type	Contact	
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	

Inactive Service Professionals

	Service Professional	Contact Type	Contact	
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	activate
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	activate
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	activate
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	activate

Add Service Professional

Close

The **Add/Edit Service Professional** screen appears.

Adding a Service Professional Record

2. Enter the **Last Name, First Name, Contact Type** and fill in the resulting text box with the contact details (phone number, email address, etc.). Add any **Other Contact Information** as needed.
3. Click **Save** to retain the new record or click **Cancel** to erase the record and return to the **Manage Service Professionals** page.

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<Add/Edit> Service Professional

Workload > Youth Overview > Discharge Plan > Services

PROVIDER NAME / ID: The Village Network - Know County Children's Resource Center / 00000000

Service Professional Details

Last Name: * First Name: * ACTIVE

Contact Type: *

Phone: Ext:

Other Contact Information: [\(expand full screen\)](#)

10000 characters remaining

Save Cancel

The **Manage Service Professionals** screen appears, displaying the added professional.

Editing a Service Professional Record

1. Click [edit](#) to update an existing Service Professional record.

Manage Service Professionals

Administration

✓ Your data has been saved.

PROVIDER NAME / ID:

Service Professionals

Active Service Professionals

	Service Professional	Contact Type	Contact	
edit	Doe, Jane	Relative	(222) 222-2222	

Managing Service Professionals in Ohio RTIS

The **Service Professional Details** grid appears.

2. Add or alter any information in the record. Toggle the **Active/Inactive** button as applicable.
3. Click **Save** to retain changes or click **Cancel** to erase any edits and return to the **Manage Service Professionals** page.

<Add/Edit> Service Professional

Workload > Youth Overview > Discharge Plan > Services

PROVIDER NAME / ID: **The Village Network - Know County Children's Resource Center / 000000000**

Service Professional Details

Last Name: * First Name: * ACTIVE

Contact Type: *

Phone: Ext:

Other Contact Information: [\(expand full screen\)](#)

Only works in the office Tuesdays and Thursdays. Other contact information is thomasterapist@organization.org

10000 characters remaining

The **Manage Service Professionals** screen appears.

Manage Service Professionals

Administration

✔ Your data has been saved. ✕

PROVIDER NAME / ID:

Service Professionals

Active Service Professionals

	Service Professional	Contact Type	Contact	
edit	xxxxxxxxxxxx, xxxxxxxxxxxxxxx	Relative	(222) 222-2222	

Managing Service Professionals in Ohio RTIS

Deleting a Service Professional Record

1. Click the trash can next to a service professional's name if it was entered in error.
2. The system will remove the record.

Note: The icon will only be available next to Service Professional records which have not been linked to a Service record within a Discharge Plan.

The screenshot displays the Ohio RTIS interface for managing service professionals. At the top, there is a navigation bar with the Ohio RTIS logo, a 'Recent' dropdown, a 'Help' dropdown, and a user profile for 'Wallace, Mia'. Below the navigation bar, the page title is 'Manage Service Professionals' with a sub-header 'Administration'. A breadcrumb trail shows 'PROVIDER NAME / ID: The Village Network - Know County Children's Resource Center / 000000000'. The main content area is titled 'Service Professionals' and contains a section for 'Active Service Professionals'. This section features a table with the following columns: 'Service Professional', 'Contact Type', and 'Contact'. Each row in the table has an 'edit' link and a trash can icon. The trash can icon in the bottom-right row is highlighted with a red box.

	Service Professional	Contact Type	Contact	
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	

Inactivating/Activating a Service Professional Record

Note: When working within an existing record, if the individual is no longer working at the Provider agency, toggle the person to Inactive, which will place them on the Inactive Service Professionals list.

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<Add/Edit> Service Professional

Workload > Youth Overview > Discharge Plan > Services

PROVIDER NAME / ID: *The Village Network - Know County Children's Resource Center / 000000000*

Service Professional Details

Last Name: * Therapist First Name: * Thomas **INACTIVE**

Contact Type: * Cell

Phone: (555) 555-5555 Ext:

Other Contact Information: [expand full screen](#)

10000 characters remaining

Note: If the service professional record was marked Inactive in error, or the professional returns to employment with the Provider, choose the [activate](#) link next to the name in the Inactive Service Professionals grid. The service professional record is placed in the Active Service Professionals grid.

Inactive Service Professionals

	Service Professional	Contact Type	Contact	
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	activate
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	activate
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	activate
edit	Lastname, Firstname	<Contact Type>	(123) 456-7890	activate

If you need additional information or assistance, please contact the Ohio RTIS/SACWIS Help Desk at: 614-466-0978, select #3, then select #5.