Creating Contact Information

Ohio RTIS

Knowledge Base Article

Creating Contact Information

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Last Revised: 08/04/2021

Creating Contact Information

Overview

This article describes how to create Contact information that will be accessed and maintained through the Residential Treatment Information System (RTIS). The Contact functionality will capture the residential treatment agency contacts with the youth and supports. Monthly contacts are only required by policy when a youth is in aftercare. However, direct placement youth that are being placed in a congregate care facility by their legal guardian or from out of state through an Interstate Compact (ICPC) can document contact information.

Navigating to Contact Information

From the **Youth Overview** screen, click **Youth Tools** to expand its menu.

1. Click, **Contacts**.

The **Contacts Filter** page appears, displaying any existing contact information. Users can filter by **Category** by selecting from the drop-down menu. Categories include visitation and monthly contacts. Additionally, users can select a **Date Range**. If no contacts exist,

2. Click, **Add Contact**.

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The **Contact Details** page appears.

Adding a Contact

1. Enter **Contact Date** (required).
2. Make a selection from the **Category** drop-down menu.
3. Select **Contact Duration** from the drop down
4. **Add Available Supports** from the push box (at least one support must be selected), if no support is selected, the validation message will appear:
   Validation message(s) We found a few areas that need your attention:
   - At least one Support must be selected.

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Contact Details

Contact Date: *

Contact Duration:

Category:

Available Supports:

Q	Add All	Add
Lastname, Firstname		
Lastname, Firstname		

Selected Supports:

Remove	Remove All	Q

Selecting a Contact Type(s)

1. **Add Available Contact Types** from the push box (at least one Contact Type must be selected). If no Contact Type is selected, a validation message will appear:

   Validation message(s): We found a few areas that need your attention:
   - **At least one Contact Type must be selected.**

Contact Types

Available Contact Types:

Q	Add All	Add
Option 2		
Option 3		

Selected Contact Types:

Remove	Remove All	Q

Entering Narrative Details

2. Narrative: Enter narrative information up to 10,000 characters. The (expand full screen) allows user to see more narrative details being entered.

   Note:
   - Narrative with a **Draft** status can be edited and deleted. Narrative with a **Complete** status can be edited but not deleted.
   - Once the status is complete, the edits will be limited.

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- If **Update Narrative** is selected, the user will be permitted to enter additional narrative information only for the contact record.

3. Click the **View Narrative History Button** to view historical narrative information listed with a date and time when the original information was entered.

4. **Select either** Draft or **Complete** from the **Status** drop-down menu (required).

   Note: This only displays once a contact is in completed status and allows users to correct or add to the prior narrative.

The **Narrative Details** screen appears, displaying the **Narrative History** grid.

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Narrative History

02/01/2020 10:00PM by Wallace, Mia

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01/01/2020 10:00PM by Wallace, Mia

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Close

Generating a Report

The following report(s) are available:

The RTIS Contact Report (single log) can be accessed from the Report icon.

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

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