Provider Module Workflow & Problem Solving

Knowledge Base Article

Provider Module Workflow & Problem Solving

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Overview

This article describes the overall workflow for the Ohio SACWIS Provider Module. The Ohio SACWIS Provider Module is used by Public and Private agencies that license and/or approve homes, as well as State users to maintain Agency Certifications and data corrections.

Also included in this article is top issues encountered when working in the Provider Module and how to solve them.

Security Profile

Access to the Provider Module is granted through specific security roles in the system. Clicking the Provider Tab will then allow the user to select from the sub-tabs available to them in the Module.

Home	Intake	Case	Provider	Financial	Administration
Workload	Provider Search	Provider Match	Recruitment	Inquiry	Training	Contracts	Agency Certifications
KCCP Pre-Screening Tool					

Sub-Tab Descriptions

Workload

Displays worker's name, along with a listing of all assigned Provider IDs. Supervisor view will show their workload, along with the names and workloads of all their assigned employees.

Provider Search

Users may search for a particular provider record from this area across all categories:

- Home – Foster, Adoptive, Adoptive Care-International and Kinship families (private agencies may only view providers licensed by their employing agency)
- Agency Contract – The overarching Provider ID for an Agency
- Non-ODJFS – All Provider IDs created for medical, dental, mental health, out of state adoptive homes, volunteers, etc.
- Residential – Provider IDs for facilities where youth are placed, including Group Homes, Child Residential Centers and Children's Crisis Care Facilities.

Provider Match

Users may search for Provider ID based on Category, especially used for finding Placement based on certain child criteria.

Recruitment

Agencies maintain their recruitment plans and recruitment events from this tab.

Inquiry

Users may search for an inquiry, and inquiries which are screened in and ready to become a Provider record.

Training

Displays all foster parent training sessions documented in the system.

Contracts

Displays all contracts the agency has created with placing agencies and service providers.

Agency Certifications

Public and Private Agency Certifications are maintained by State users and viewable by other users and include all agencies that are used for placement in Ohio SACWIS, including those licensed by ODJFS, OhioMHAS, the Department of Developmental Disabilities, Department of Youth Services and out of state entities.

Workflow

A repository of articles on Provider work items found in Ohio SACWIS can be found here: [Provider Module](#)

Below, you'll find a workflow on the creation of Home Provider IDs and the common work items that are completed by a user:

Home Providers are created through the **Inquiry** process. The **Inquiry** will look different depending on what type of Provider the family wishes to become

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(Foster, Kinship, etc.). Information on the creation of an **Inquiry** and Provider can be found in the following Ohio SACWIS Knowledge Base Article:

- [Creating a Provider Record from a Provider Inquiry Knowledge Base Article](#)

Once a Provider Record has been created, prospective foster/adopt/kinship household members over the age of 18 must have an **Alleged Perpetrator Search**, which tells the agency user if the individual has been found to be the perpetrator of an indicated or substantiated allegation of abuse/neglect. Public Agency users may search the data base in it's entirety to complete the process. Private Agency users will send their requests in to the State where it is completed by state staff. These requests are also processed from the public through the OSAPS program.

- [Completing an Alleged Perpetrator Search](#)

The process to complete an **Initial Home Study** has many components, so there are various articles to assist in its completion. An Initial Home Study is done for a family that wishes to become Foster and/or Adoptive Parents. Adoptive Care-International providers are approved in the system manually, as each country has a different home study requirement.

- [Completing a Foster Care or Adoption Initial Home Study](#)
- [Populating Emergency Contact Info on a Home Study Form](#)
- [Adding Directions to a Provider's Address](#)
- [Recording Foster Parent and Adoptive Training](#)
- [Recording Child Acceptance Characteristics and Usage Criteria](#)
- [Mapping Document for Foster Care or Adoption Initial Home Study](#)
- [Recording an Activity Log on a Provider Record](#)

A family that wishes to care for a kin child has a **Kinship Assessment** completed in Ohio SACWIS. Upon inquiry creation and linking to a Provider record, a pending **Kinship Assessment** is created by the system for each child the family wishes to care for. **Kinship Assessment** functionality is only available to public agency workers.

- [Completing a Kinship Assessment](#)
- [Completing a Kinship Amendment](#)
- [Closing a Kinship Provider Record](#)

Once a Home Study or Kinship Assessment is final approved, the system will 'lock' the information into the system so that it can no longer be altered. This is called the **Snapshot** functionality.

- [Understanding Provider Home Study Snapshot Data](#)

Ohio **Department of Children & Youth**

If a family is licensed to foster only, but later decides to adopt a child that has been in their care for 6 months or longer, an agency can complete what is known as a **1692 Home Study**, which approves them to adopt that specific child who was specified in the Inquiry.

- [Completing a Foster to Adopt (1692) Home Study](#)

Once a family is a licensed provider for foster care or adoption, the agency must complete a **Recertification** study every two years. Each time a significant change happens in family circumstances (addition of a family member, moving to a new home, marriage, divorce, etc.), an **Amendment** to the Home Study must be completed. The **Recertification** home study and all **Amendments** done after the first **Recertification** contain different questions than the Initial Home Study.

- [Completing a Foster Care Recertification or Adoption Home Study Update](#)
- [Completing Mapping Form JFS 1385](#)

If a family wishes to adopt children that would bring the total number of youth in their family to 5 or more, the agency is required to complete a **Large Family Assessment** study which documents specific questions on their ability to manage a larger family.

- [Creating a Large Family Assessment](#)

If an Agency receives allegations that a foster/adopt family has violated a licensing rule or mistreated a youth in their care, they must complete a **Complaint/Rule Violation** record in Ohio SACWIS.

- [Documenting a Rule Violation or Complaint within a Provider Record](#)

Each public and private agency must document how they intend to find and license new foster and adoptive parents through a **Recruitment Plan** in Ohio SACWIS, which is routed to their licensing specialist for approval. **Recruitment Events**

can be documented by the agency as they complete community activities to seek out new resource families.

- [Creating a Recruitment Event](#)

Department of Children & Youth

If a family wishes to work with a new agency as a foster/adoptive parent, the ability to **Transfer** Provider IDs between agencies is available.

- Transferring Foster Care Providers from One Agency to Another

Once a Provider no longer wishes to foster or adopt, or it has been determined they are no longer eligible to do so, users can **Close a Provider Record.**

- Closing a Licensed or Approved Provider Record
- Closing a Provider Without a Complete Home Study

Top Pitfalls in the SACWIS Provider Module

1. Dating the inquiry incorrectly

It's important to remember the critical date you'll enter in the Inquiry is the date of the activity log "**Application Received**". That date will pull forward into the provider record as the effective date of the Provider Type, with the Type Status of Application Received". This date also pulls forward to the home study and only a few pieces of data can be entered with any date prior to the "Application Received" date (such as training). This date will need to match the paper application you accept from the prospective family. If you enter this date incorrectly on the inquiry and select Screen in-Application Received and create a Provider record or link to an existing provider record, this date populates to the home study Verification Task and cannot not be changed. Your agency Super User will need to contact the Help Desk for a data fix.

2. Creating duplicates in the system – both with Person and Provider IDs

When entering an Inquiry into SACWIS, make sure to check carefully if the person (Inquirer) you are searching for is already in the system. Ways to ensure you are doing a complete search:

a. Check with the staff who enter training to see if they have a documented Person ID they used.
b. When searching for an individual, you may see 2+ records that exist in the system that could be them. For Private Agencies, it's important to have your Agency Super User contact the Help Desk with the possible IDs so they can be merged into one. In Public Agencies, the Super User should be able to merge Person IDs for you.
c. Make sure to move the Name Match Precision bar towards at least the Name Variations 80% position when you complete a search.
d. Don't count on entering a social security number only to find your individual.

It's only after you have searched the results thoroughly should you create a new Person ID. Choosing the correct Person ID will then help prevent duplicate Provider IDs. The system will present to you any Provider records associated to a Person ID, and in most

cases, you will want to link your completed inquiry to an existing Provider ID rather than clicking "Add New Provider". However, it is important to NOT link an inquiry to an existing Provider ID if the current applicants were NOT applicants in that Provider ID. For example, if the current applicant was a Child or Adult Household Member of a Provider ID in the past, that Provider will show in the list when linking the inquiry. You do NOT want to link a new inquiry to those Provider IDs where the applicants do not match.

3. **Creating a system error**

   Do not have the Ohio SACWIS application open in two different screens or sign in to the application more than once – it will overwrite your data and/or potentially place it in unintended places (such as a completely different provider record). In addition, never use the back error on your browser tab while in Ohio SACWIS.

4. **Approval/Certifications not being forwarded to the State (foster) or final-approved internally (adoptive)**

Following approval of a home study, whether initial, amendment, or recert/update, always check your Approval/Certification link to see if there is an In-Progress record that needs to be final approved.

   a. Foster approval/certifications are sent to the State. When clicking on the Process Approval button and routing to the State, make sure you are changing the Agency name to Ohio Department of Job and Family Services and then choosing the correct person. You may see ODJFS staff listed in your agency's list of Reviewers/Approvers, but you must switch the Agency first, and then choose the correct ODJFS personnel.
   b. Adoptive approval/certifications are final approved within your agency.

If you do not have a certification or approval span on the Provider Overview, you do not have a Certified/Approved Provider. Please remember as well that you never forward the home study to the state, the recommending agency always final approves these. The Approval/Certification link is where you will find the records that need to be forwarded. There are only a few instances where you will create an Approval/Certification record (closing, transferring, etc.). The act of approving a home study typically creates the pending approval/certification records.

5. **Adding adopted children to Members List**

If a public agency child is adopted by a Provider family, once the county seals the adoption record, that child will **automatically** be added to the Current Active Members list with their adoptive name and new Person ID. Unfortunately, this process often takes longer than 30 days, which is when the home study amendment to reflect this change in occupancy would be due. Check with your licensing specialist as to how they would like you to manage this scenario. You may start your amendment timely, but document clearly why it was not completed within 30 days due to the county failing to seal the child's record. If you are running into a recertification deadline, you may need to create a NEW Person ID for the adopted child and add them to the Current Active Members list, understanding that as soon as the adopted child's record is sealed, there will then be a duplicate child on your

Members list and you must have your Agency Super User merge, or contact the Help Desk to merge, those IDs so you will not have this child listed twice.

In no circumstances should you ever add an adopted child to the Members List with their original/birth Person ID

As a rule, you should NEVER add a placed child to the Members list.

6. Not closing a Provider ID correctly.

When you terminate/close a foster license/adoption study, there are several steps that need to happen in order to properly place a Provider record in Closed status. First, you need to make sure all Provider Types are closed. These must be done individually, since some families will close their foster license, but keep their adoption study open, etc. You'll need to complete a closing home study amendment and then complete a Closing approval/certification record, which should then automatically end-date the corresponding Provider Type. Once there are no open Provider Types, you must then go under Provider Status and add a Closed status. Until those steps are completed, the Provider ID will continue to be in Active status and show up on your workload.

If another agency owns an open Provider Type (kinship care, etc.) on the record, you can close Provider Types for your agency, but the record should remain Active and owned by the agency having the open Provider Type. If you are no longer working with the family, you should end date your assignment by going to the Home Tab, Assignments sub-tab, click on the plus sign by your name and click the 'edit' hyperlink at the end of the Provider record you wish to modify. There, you may enter an End Date under Employee Assignment.

In the case of a transfer to another agency, you should never close a Provider Type that the new agency is receiving. The new agency will be listed as the 'owner' of that Provider Type once the transfer is complete. What you should do once the transfer is done is end-date your assignment to the Provider record as detailed above.

You should periodically run a Provider Directory Report for your agency and see if there are Active providers on this list that should be closed and/or no longer have an assignment within your agency. An article detailing the closure process can be found here.

7. Failing to put in AKA/Maiden Names for Providers (especially important when it comes to AP Search)

The AKA and Maiden Names must be entered in the Person Profile before creating the AP Search request. If you fail to do so, it's likely the request will need to be sent back to you.

8. Placing an unmarried couple together on an adoptive study as Applicant 1 and 2

If a couple is not legally married, they may not share an adoptive Provider Type. Unmarried couples may be on the same foster license, but if one or both of the foster applicants wish to also adopt, they must be on a separate provider record, listing one member as Applicant 1 and the other as Adult Household Member. If both individuals wish to be approved for adoption, then you will need to create 2 different adoptive Provider IDs. You will need to complete separate inquiries for each Provider type, one for the foster only study where both can be listed as Applicant 1 and 2, and then an inquiry or inquiries that

are adopt only, with one person as Applicant 1 and the other as Adult Household Member. If you realize that you have an unmarried couple both as Applicants on the same adoptive record, you'll need to submit a problem report to the Help Desk to request a Copy/Move of the Provider Record. More information about this process can be found here.

9. **Not completing an Adoption Recertification/Update at the time of a Foster Level of Care change**

When a Foster Care Amendment is completed for a Level of Care Change from Family to Treatment, a new two-year span is created. However, the same does NOT apply to the Adoption span for this Provider, and a Recertification/Update must be done for the Adoptive study in order to have spans that align with one another. If this is not completed, the Recertification will need to be done at the original expiration date for the Adoption study.

Frequently Missed Items on a Home Study

1. **Choosing the wrong level of care when completing a home study (initial, amendment or recertification)**

The only area you can choose this value is in the Home Study Details screen, the first screen you come to when you add or edit a home study record. It's important to remember that if you are changing the level of care through an amendment or at the time of recertification, you'll need to choose that new level of care here to pull through to the home study and the eventual approval/certification. It's also important to remember: to change the level of care, you need to complete an amendment to the home study, as this will also trigger a new two-year certification span in the case of moving from a family foster home to treatment foster home level.

2. **Making sure effective dates match an amendment**

When completing an amendment, the documented change needs to be effective as of the start date of the amendment or after. Otherwise, Ohio SACWIS will not recognize that you've recorded a change and you will get validation errors. For instance, if a family moves to a new residence, the effective date of the new address you enter must match the date of your amendment or be a date after the amendment start date. If they moved on 5/15/2019 and you change their address effective 5/15/2019, but then you do a relocation amendment with a start date of 5/20/2019, the system will not recognize that a change has taken place within the span of that amendment and give you a validation error. The same applies to a change of occupancy. You'll need to ensure that the member effective date is the same date as your amendment, or a subsequent date.

3. **Failing to associate members to activity logs**

Each activity log has an area where you can Associate Members, where it will pull provider members that are effective as of the activity log date. The activity log will need to be marked with a sub-category of Assessment visit to link and pull over into the home study.

Once you associate household members to an Assessment activity log, you'll see that it prints those members under the Assessor Visits with Applicants and Household Members.

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If the activity log has been marked as Completed, you are no longer able to associate members to that record or change the sub-category to Assessment Visit. If you need this data included in your home study before final approval, that will be a data fix that your Agency Super User will need to relay to the Help Desk. Once your home study has been final approved, even changing this data will not alter the report, since the data freeze is in effect.

4. Missing the Area of Specialized Education on the JFS 1673

This data is pulled from the left-hand navigation link called Skills. When you enter that link, you'll find a push-box filled with a variety of Available Skills, which you can select for printing on the applicable area of the home study report.

5. Not entering Directions to the home

Under either the Provider Address tab or Applicant 1's Person Profile Address, click on the Address Hyperlink, which takes you to the Domestic Address Details. There is a Directions text box where you enter this information, which then prints to the home study.

6. Not entering an Emergency contact

From the Provider Overview screen, click the link for Provider Information. On the Address tab, under Provider Contact, click "Add Contact" and choose Contact Type of Emergency. You are then able to enter a phone number and a description as to who this emergency contact is.

7. Dating Review Description of Family correctly

When creating a Review DOF for a Recertification/Update home study, under the Description of Family Details, it's important to remember that you must enter the Review Effective Date as the first day of the licensing span you are reviewing, which would be a date approximately 2 years in the past. The Review End Date can be future dated to the expiration date of the span, or the date you are completing the record, making sure to remember if you future date the record, any new members or children coming into the home between now and the time you complete the home study will need to be reviewed. The system will populate a review question for them by clicking the button 'Update Narratives' under the Description of Family Details if you return later.

8. Completing all areas of Description of Home

Ohio SACWIS doesn't validate completion of all fields in this record, so it's important to remember that there are 5 tabs which run across the screen and each requires entry of information.

9. Filling in all the contact information

Remember that you will need to go to each Applicants' person profiles to add e-mail addresses, work numbers and cell phones.

To avoid blanks in the document, you may check the box indicating N/A for values such as Home Phone # and Fax # if the Provider does not have them.

Ohio **Department of Children & Youth**

Ongoing Technical Assistance and Support

On-Screen Help ⏻ Help ▾

• Each Ohio SACWIS screen has a button on the upper right- hand corner that should provide guidance on the available functionality

The Ohio SACWIS Knowledge Base – http://jfskb.com/sacwis/

• Provides step-by-step instructional articles on many Ohio SACWIS functions. This is transitioning fully to the CAPS LMS System, where articles may be found at Collaborate>Communities>Ohio SACWIS Users>Topics>Provider Module

Agency Super User

• Each Agency should have an individual who develops an above average understanding of the Ohio SACWIS application and the agency's Ohio SACWIS-related work processes. They should be able to assist co-workers with questions related to use of the Ohio SACWIS application and act as the agency's liaison with the Automated Systems Help Desk

Automated Systems Help Desk – SACWIS_Help_Desk@jfs.ohio.gov

• 1 (800) 686-1580 – choose option 3 and then 5

• Available to assist from 8:00 a.m. – 4:30 p.m. Monday through Friday

• Can answer functionality questions and address data issues. Agency Super Users are typically the point person for contacting the Help Desk.

Direct BA (Business Analyst/State Staff) Support

• Each agency has been assigned an Ohio SACWIS contact person from the Provider Team to answer questions/process requests for technical assistance.