

Updating Unknown Participants in Intake



Knowledge Base Article

Updating Unknown Participants in Intake

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Updating Unknown Participants in Intake

Overview

Sometimes when an Intake is received, the referral source (RS) does not know the identity of the person they are reporting. In these cases, the Intake worker adds identifying information about the reported person into Ohio SACWIS and that person becomes an **unknown participant** associated with the Intake.

When adding participants to an intake, the Intake worker selects the **Search & Add Participants** button on the **Participants** tab. If the worker does not know any identifying information about the person, they can instead click the **Add Participant** button. On this page, the worker can then click the **Participant is unknown or partially known** checkbox of the **Participant Details** page.

After the intake has been **Completed** has been recorded (saved), Ohio SACWIS automatically creates a **Person Record** and **Person ID** for this unknown participant. The unknown person's record then shows a first and last name similar to this:

Unknown – Intake 1234567, Unknown – Intake 1234567

The number that appears identifies the unknown person as a participant.

When an unknown participant's identity is confirmed by an agency, there are two ways by which this person's data can be updated in Ohio SACWIS. The process you will use is determined by whether or not the now-known person already has a Person Record within the system.

When the Unknown Person Becomes Known, and...	Method for Adding Known Person
There is NO person record for this Intake participant...	Update the unknown person record
There IS a person record for this Intake participant...	Merge the known person record with the unknown person record created at the time of the Intake

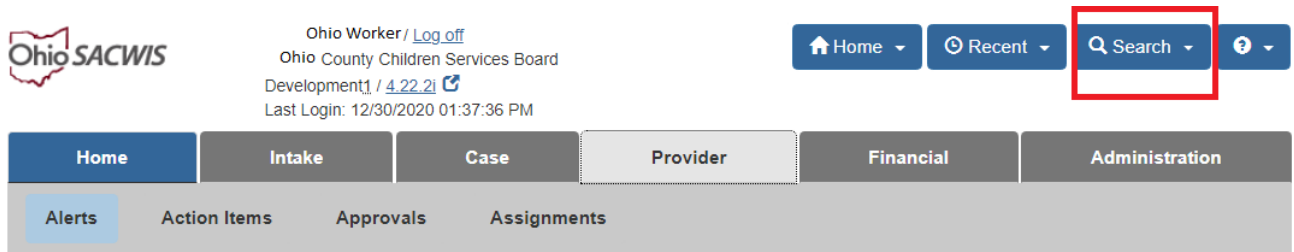
Note: Both processes are discussed in detail below.

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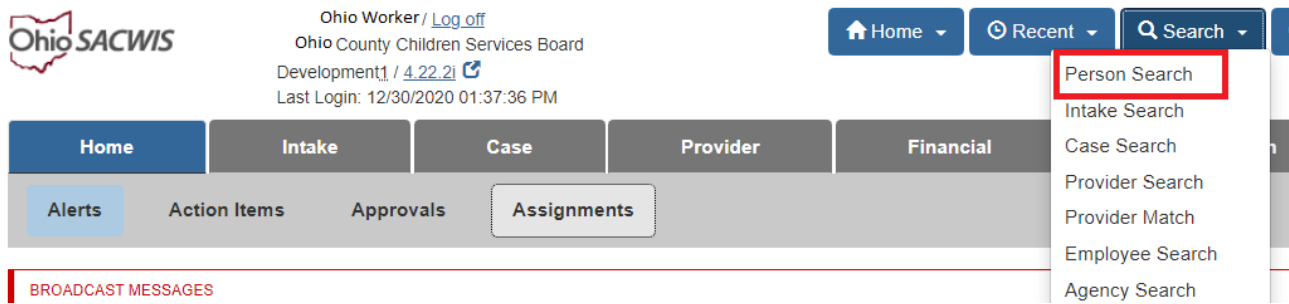
Completing a Person Search

When the unknown participant's identity becomes known, you will first complete a person search as follows to see if that person already exists in the system:

1. On the **Home** screen, click the **Search** link.



2. Click the **Person Search** link.



The **Search for Person** screen appears.

3. Enter search information into the appropriate fields.
4. Click the **Search** button.

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Person Search | Intake Search | Case Search | Provider Search | Provider Match | Employee Search | Agency Search

Search For Person

Person ID: ~ OR ~ SSN:

Note: If Person ID or SSN are entered, all other search criteria will be ignored

OR

Last Name: First Name: Gender:

Middle Name:

DOB:  ~ OR ~ Age Range: -
From Age To Age

[Reference, TCN, and Address Criteria](#) ▾

Name Match Precision
Returns results matching entered names including AKA names/nicknames

Sort by:

Fewer Results + AKA/Nicknames More Results

The results appear in the **Person Search Results** section.

5. **If the Person Record you are searching for appears**, click the **Edit** link.
6. Then, follow the steps in the **Merging Known and Unknown Person Records** section later in this document.

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Search Clear Form

Person Search Results

Result(s) 1 to 15 of 120 / Page 1 of 8

Include only active case members

Person Name / ID	Address	Gender	(Age) DOB	Active Case
[Redacted]				

151 Related Persons v

The person's **Person Information** screen appears.

7. **If the person's record is not found in Ohio SACWIS**, follow the steps in the **Updating an Unknown Person Record** section below.

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Updating an Unknown Person Record

To modify an unknown person record, complete the following steps:

1. Navigate to the record via the **Intake Workload** screen.
2. Click the appropriate **Intake ID** link.

	Claimed By	Intake ID Screening Priority	Workload Name	Category	Date/Time Received	Screener Name SDM Name	Status	Status Date/Time	
view decision		1234567 HIGH 00:00 remaining		CA/N Report	08/15/2022 8:38 AM		Complete	08/15/2022 8:45 AM	
view decision				Information and/or Referral	08/15/2022 8:44 AM		Complete	08/15/2022 9:13 AM	
view decision				CA/N Report	08/15/2022 1:07 PM		Complete	08/15/2022 3:13 PM	

The **Basic Information** screen appears.

3. Click the **Participants** tab.
4. Click the **Name** link for the unknown person.

INTAKE ID: 1234567 HIGH INTAKE STATUS: Complete DATE/TIME CREATED: 08/15/2022 08:45 AM INTAKE CATEGORY: CA/N Report INTAKE TYPES: Physical Abuse

Received: * 08/15/2022 08:38 AM Method: * Phone Screener: / Claimed: Ohio County Children Services Board

ABC Scripts & Templates

Intake Narrative: * (Expand view)

Reporter Basic **Participants** ACV/AP Detail Allegations Substance Use Decision

Participants

[view](#) **Unknown** Other involved child (OIC)
Female 8, |
[History](#)

[view](#) **Unknown** Alleged Child Victim (ACV)
Male < 1, |
[History](#)

[view](#) **Unknown** (xxx-xx-xxxx). Other involved child (OIC)
Male 12, |
[History](#)

[view](#) **Unknown** (xxx-xx-xxxx). Alleged Perpetrator (AP)
Female 34, |
[History](#) Other Roles: Parent, Custodian

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The **Person Information** screen (**Person Record**) appears.

5. Update the fields, as needed, including the **First Name** and **Last Name** fields.
6. When complete, click the **Save** button.

NAME / ID: [redacted] Female Age 8, DOB [redacted]

Basic Demographics Address Additional Characteristics Safety Hazard Confidential Information

Person Information

Prefix: [dropdown]
First Name: * [text box]
Last Name: * [text box]
Middle Name: [text box]
Suffix: [dropdown] **Populate AKA Name**
Gender: (a) [dropdown] SSN: [text box] Retain Add/Edit
 No SSN Exists
DOB: (a) [text box] [calendar icon] Age: [text box] Estimated DOB DOB Unknown
Hair Color: [dropdown] Eye Color: [dropdown]
Sexual Orientation: [dropdown]
 Deceased Deceased Date: [text box] [calendar icon] Age At Time Of Death: [text box] Deceased Date Unknown
Driver's License #: [text box] Issue State: [dropdown] Expiration: [text box] [calendar icon]

AKA Names

Prefix	First Name	Middle Name	Last Name	Suffix	AKA Type
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Add AKA

Important:

- The person record linked to the Intake now contains the updated information.
- If the person was added as a member of the case, this information will also be updated on the **Case Participant** screen.
- The **Intake Participants** tab will continue to show the name information that was entered at the time of the Intake. From the example: Unknown – Intake 1234567, Unknown – Intake 1234567, and not the newly added name.
- The updated name appears with a green caret (^) symbol. The symbol indicates that when the intake was reported, the referral source did not know the name of the person.

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Merging Known and Unknown Person Records

Refer to the **Identifying and Merging Duplicate Person Records** Knowledge Base Article for specific steps on how to merge people records in Ohio SACWIS.

Important:

- The new person information will appear on the **Case Participants** screen if the Person ID was added.
- On the **Intake** screen, the name information that was entered at the time of the intake completion will not change, even if the unknown person is merged.
- The **Intake** screen is the only place in the system where the correct intake participant will still appear as follows: Unknown – Intake 1000213, Unknown – Intake 1000213.

If you need additional information or assistance, please contact the OFC Automated Systems Help Desk at SACWIS_HELP_DESK@jfs.ohio.gov .