



TEAM Ohio

Taking Early Action Matters

PCSA User Guide



**Department of
Children & Youth**

TEAM Ohio User Guide

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TEAM Ohio User Guide

Overview

This guide describes how to use **TEAM Ohio** as a PCSA Worker/Supervisor. This portal was created to allow Mandated Reporters to submit non-emergent referrals of suspected child abuse, neglect and/or dependency online without having to place a phone call to a PCSA.

Please make sure to refer to [this](#) section if you use both **ODAPS** and **TEAM Ohio**.

Who is a Mandated Reporter?

Mandated reporters are people required by law to report suspected child abuse, neglect and/or dependency. Refer to Section 2151.421 of the Ohio Revised Code for a complete list. Examples of Ohio mandated reporters include, but are not limited to:

Attorney	County Humane Society	Law Enforcement
CASA Volunteer	Agent	Medical Professional
Children's Camp	Day Care Provider and/or	Mental Health
Employee	Employee	Professional
Clergy	DD Personnel	PCSA Employee
Coroner	Foster Parent	School Employee
Court Personnel	Guardian ad Litem	Social Worker

Important: Mandated Reporters using this portal have been informed that if they believe a child is in immediate danger of serious harm, to call law enforcement and then the local children services agency.

Portal Process

TEAM Ohio guides referents through a series of questions to gather the information for a complete intake. Once submitted, the referent will receive an email notification that their information has been sent to the Public Children Services Agency (PCSA) they designated. The PCSA reviews the referral within 24 hours of receipt, determines whether the reported concerns are a mandated report, meet state guidelines for agency involvement and if law enforcement notification is required. When a decision has been made on the referral, an email notification will be sent to the referent with the updated status. In later upgrades to TEAM Ohio, if agency involvement is initiated, an email notification will be sent to the referent at conclusion of the involvement, eliminating the need for the required notifications to be manually sent to Mandated Reporters. Currently, PCSAs still need to manually send Mandated Reporter notifications.

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Gaining Access to TEAM Ohio

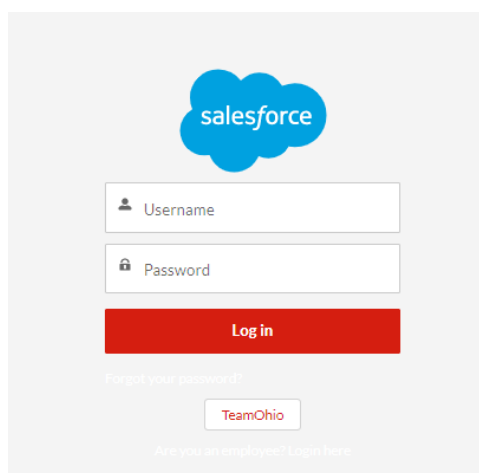
1. To gain access to the TEAM Ohio portal, the role in the Digital JFS 7078 in myOhio must be requested for you. Select the appropriate role based on the type of agency employee.

Worker: EIDMX_JFS_C-OFC-TEAM Ohio Agency Worker

Supervisor: EIDMX_JFS_C-OFC-TEAM Ohio Agency Supervisor

Note: A single user cannot have both roles associated to their OHID. If you are provisioned as a TEAM Ohio Agency Worker but later get promoted to supervisor, you will need to request that the worker role be removed when requesting the supervisor role and vice versa.

2. If the user needs the ability to view restricted intakes within TEAM Ohio, indicate this in the 'Additional Request Details' field on the digital JFS 07078.
3. Users will log into the Salesforce platform using their OHID and password created after being granted access into the **TEAM Ohio** site. It's important to use the link provided for log-in to ensure you are navigated to the TEAM Ohio application.



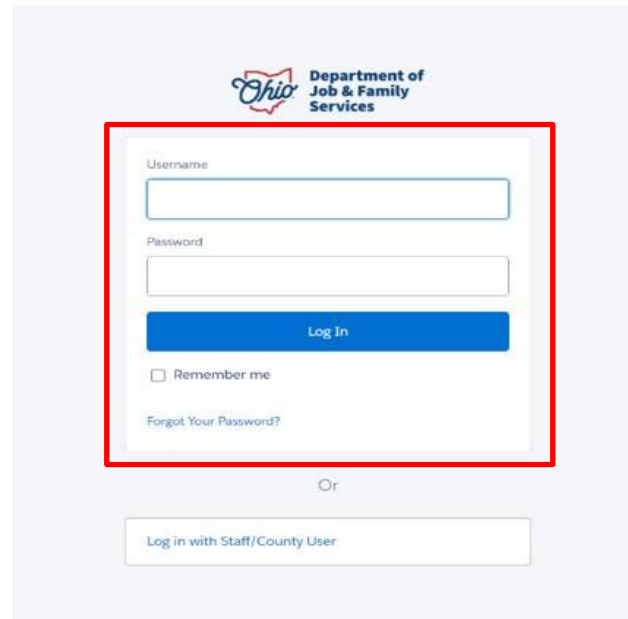
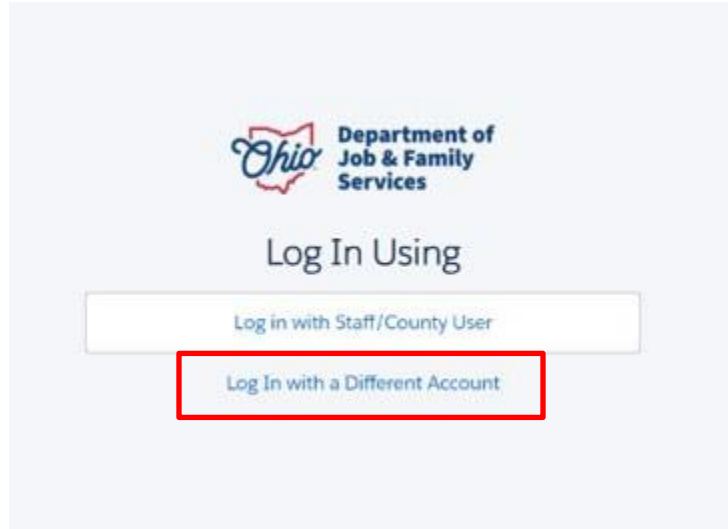
Important Information for Users of ODAPS and TEAM Ohio/OCAF

If you have an ODAPS account, you will not be able to log into TEAM Ohio or OCAF using your OHID.

1. A separate email will be sent to you with a new username you will use for TEAM Ohio. Your new username will be formatted as an email address. **This email is not a scam!**
2. You will click the reset password link. This will need to be completed within 24 hours of receiving the reset password email. If it is beyond the 24 hours, please email SACWIS_ACCESS@childrenandyouth.ohio.gov to request it be resent.
3. Upon logging in after you reset the password, you will go to the Salesforce App below, select "**Log in with a Different Account**", then enter the username sent to you and your password.

You can also navigate to this site by visiting: <https://odjfs2.my.salesforce.com/>

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4. The resulting screen will display an area to enter your **TEAM Ohio** Username and Password.

Note: If you have issues signing in with your TEAM Ohio Username, please clear your cache, open a new browser, and try again.

- These same instructions will apply if you are trying to access OCAF and have an ODAPS Account.

Home Page and Setting View

1. Upon successful log-in, the **Home** page will appear.

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<input type="checkbox"/>	Case Nu...	Contact Name	Status	Priority	Date/Time Opened	Date Submitted	Owner Name	SAC...	Restric...
<input type="checkbox"/>	00304671	Emily Doe	Submitted	Low	8/10/2023 9:29 AM	8/10/2023 11:17 AM	TEAM Ohio Franklin County Queue	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	00304645	Reporter Five Sasi Up...	Received	Low	8/7/2023 4:32 PM	8/7/2023 4:33 PM	Franklin Supervisor 1 TEAM Ohio	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	00304625	Default Person Accou...	Submitted	Low	8/4/2023 2:11 PM	8/4/2023 2:14 PM	TEAM Ohio Franklin County Queue	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	00304623	Default Person Accou...	Submitted	Low	8/4/2023 1:57 PM	8/4/2023 1:58 PM	TEAM Ohio Franklin County Queue	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	00304607	Emily Doe	Received	Low	8/1/2023 1:42 PM	8/1/2023 2:07 PM	Franklin Supervisor2 TEAM Ohio	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	00304606	Reporter1 TEAM Ohio	Submitted	Low	8/1/2023 1:39 PM	8/1/2023 1:44 PM	TEAM Ohio Franklin County Queue	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	00304600	Reporter1 TEAM Ohio	Screened In	Low	8/1/2023 8:33 AM	8/1/2023 8:36 AM	Franklin Supervisor 3 TEAM Ohio	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	00304599	Reporter2 TEAM Ohio	Received	Low	8/1/2023 8:31 AM	8/1/2023 8:50 AM	Franklin Supervisor 3 TEAM Ohio	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	00304598	Reporter1 TEAM Ohio	Received	Low	8/1/2023 8:25 AM	8/1/2023 2:41 PM	Franklin Supervisor 1 TEAM Ohio	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	00304594	Emily Doe	Screened In	Low	7/31/2023 3:54 PM	7/31/2023 4:28 PM	Franklin Screener4 TEAM Ohio	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	00304589	Emily Doe	Screened In	Low	7/31/2023 11:26 AM	7/31/2023 11:39 AM	Franklin Supervisor2 TEAM Ohio	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	00304588	Reporter2 TEAM Ohio	Submitted	Low	7/31/2023 10:46 AM	7/31/2023 12:27 PM	TEAM Ohio Franklin County Queue	<input type="checkbox"/>	<input type="checkbox"/>

1. If you work within multiple applications on the Salesforce platform, you may need to switch between them using the 9-dot square App Launcher in the upper left-hand corner of the screen. If you click this area, it will display a list of all applications you have access to. Choose **TEAM Ohio** to work within this app.

Department of Job & Family Services

TEAM Ohio Cases

Search apps and items...

Apps

- Your Account
- Twilio
- Salesforce Optimizer
- TEAM Ohio**
- OmniStudio

View All

6	<input type="checkbox"/>	00304606	Reporter1 TEAM Ohio
7	<input type="checkbox"/>	00304600	Reporter1 TEAM Ohio
8	<input type="checkbox"/>	00304599	Reporter2 TEAM Ohio
9	<input type="checkbox"/>	00304598	Reporter1 TEAM Ohio
10	<input type="checkbox"/>	00304594	Emily Doe
11	<input type="checkbox"/>	00304589	Emily Doe
12	<input type="checkbox"/>	00304588	Reporter2 TEAM Ohio

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2. The landing page of **TEAM Ohio** will contain a list of available **Case Views**. There will be seven available **Public List Views** for your agency:
 - a. **All TEAM Ohio Cases**- This list will display all TEAM Ohio Cases in every county. This is a shared list between all agencies and is viewable by all TEAM Ohio Users at every agency.
 - b. **TEAM Ohio (County Name) County Queue**- This list will display cases in Submitted status that have not been assigned yet. This list will be viewable by TEAM Ohio Users at your agency.
 - c. **All TEAM Ohio (County Name) County Cases**- This list will display all TEAM Ohio Cases for only your agency, regardless of status and/or assignment. This list will be viewable by TEAM Ohio Users at your agency.
 - d. **My TEAM Ohio Cases**- This list will display all TEAM Ohio Cases assigned to you, regardless of their screening decision status. This list will only be viewable by you, the signed in TEAM Ohio User.
 - e. **My Open TEAM Ohio Cases**- This list will display all TEAM Ohio Cases assigned to you that are in Received status and have not had a screening decision selected for them yet. This list will only be viewable by you, the signed in TEAM Ohio User.
 - f. **(County Name) County Ready for Screening**- This list will display all TEAM Ohio Cases that are in Received status and have the SACWIS Entry Completed Checkbox checked, regardless of assignment. This list will be viewable by TEAM Ohio Users at your agency.
 - g. **TEAM Ohio (County Name) County Screened Cases**- This list will display all TEAM Ohio Cases that have a screening decision entered (Screened In, Screened Out, Referred to Other County), regardless of assignment. This list will be viewable by TEAM Ohio Users at your agency.

Click the arrow next to the header to view these options. To set your preferred view, click on the list view of your choice and then click the thumbtack icon to 'pin' the list view as your default.

Note: "Franklin" list views were used as an example below, but each agency will see their agency name for each agency specific list.

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The screenshot shows the TEAM Ohio interface. At the top, there is a navigation bar with the TEAM Ohio logo and a 'Cases' dropdown menu. Below this, the main header displays 'Cases' and 'TEAM Ohio Franklin County Queue' with a dropdown arrow and a pin icon. A search bar labeled 'Search lists...' is positioned above a list of 'RECENT LIST VIEWS'. The list contains 11 items, with the 10th item, 'TEAM Ohio Franklin County Queue (Pinned list)', selected and marked with a checkmark. The list items are: 1. All Close Cases, 2. All Open Cases (do not filter this list), 3. All TEAM Ohio Cases, 4. All TEAM Ohio Franklin County Cases, 5. Franklin County Ready for Screening, 6. My Open TEAM Ohio Cases, 7. My TEAM Ohio Cases, 8. Recently Viewed, 9. TEAM Ohio Franklin County Queue (Pinned list), and 10. TEAM Ohio Franklin County Screened Cases. A vertical scrollbar is visible on the right side of the list.

Assigning Referrals

1. From the **TEAM Ohio PCSA County Queue** view, the **Cases** will display in a list, with a **Case Number**, **Contact Name** (referent), **Subject**, **Status**, **Priority**, **Date/Time Opened**, **Date/Time Submitted** and **Case Owner Alias**. The arrow on the right will allow you to **Edit** or **Change Owner** of a **Case**.

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Department of Job & Family Services
TEAM Ohio

Search...

EPT: 0.45 | 1309/92 kb

Cases

Printable View Accept Close Case Edit Case Change Case Owner

29 Items • Sorted by Date Submitted • Filtered by TEAM Ohio Franklin County Queue • Updated a few seconds ago

Case Number	Contact Name	Subject	Status	Priority	Date/Time Opened	Case Owner Alias	Date Submitted
00304898	Jack Ryan	TEAM Ohio Case	Submitted	Low	10/5/2023 12:34 PM	TEAM Ohio Franklin County Queue	10/11/2023 11:56 AM
00304887	Reporter1 TEAM Ohio	TEAM Ohio Case	Submitted	Low	10/4/2023 3:14 PM	TEAM Ohio Franklin County Queue	10/4/2023 3:22 PM
00304819	Reporter2 TEAM Ohio	TEAM Ohio Case	Submitted	Low	9/15/2023 9:04 AM	TEAM Ohio Franklin County Queue	9/15/2023 1:08 PM
00304270	Reporter1 TEAM Ohio	TEAM Ohio Case	Submitted	Low	6/7/2023 11:27 AM	TEAM Ohio Franklin County Queue	7/31/2023 2:51 PM
00304588	Reporter2 TEAM Ohio	TEAM Ohio Case	Submitted	Low	7/31/2023 10:46 AM	TEAM Ohio Franklin County Queue	7/31/2023 12:27 PM

- To assign a **Case** to yourself, select the check box next to the case number to be assigned. Then in the upper right corner click the **Accept** button. If you are a supervisor and wish to assign a case to another worker or supervisor, check the box next to the case number. In the upper right corner select the **Change Case Owner** button. In the search box, choose to search users, and type the name of the worker you wish to assign. This record will now show under the **My Cases** list view if assigned to you.

Case Change Owner

Case Owner

Search Users...

Cancel Save

Viewing a Case

- Click on the **Case Number** hyperlink to view the record. The **Case** will display in a new tab. **Important:** The **Case Number** is specific to Salesforce and will be different from any Ohio SACWIS Case or Intake ID.

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Case Number	Contact Name	Status	Priority	Date/Time Opened	Date Submitted	Owner Name	SACWIS Entry Completed	Restricted
00303436	Reporter1 TEAM Ohio	Received	Low	3/21/2023 2:37 PM	3/21/2023 3:28 PM	Franklin Supervisor2 TEAM Ohio	<input type="checkbox"/>	<input checked="" type="checkbox"/>
00303496	Reporter2 TEAM Ohio	Received	Low	3/30/2023 11:37 AM	3/30/2023 12:56 PM	Franklin Supervisor2 TEAM Ohio	<input type="checkbox"/>	<input type="checkbox"/>
00303499	Reporter2 TEAM Ohio	Received	Low	3/30/2023 1:47 PM	4/17/2023 1:18 PM	Franklin Supervisor2 TEAM Ohio	<input checked="" type="checkbox"/>	<input type="checkbox"/>
00303712	Reporter Three TEAM Ohio	Received	Low	4/24/2023 9:35 AM	5/11/2023 9:21 AM	Franklin Supervisor2 TEAM Ohio	<input type="checkbox"/>	<input type="checkbox"/>
00304106	Reporter Three TEAM Ohio	Received	Low	5/25/2023 7:25 AM	5/25/2023 8:13 AM	Franklin Supervisor2 TEAM Ohio	<input type="checkbox"/>	<input type="checkbox"/>
00304195	Emily Doe	Received	Low	5/30/2023 4:01 PM	5/31/2023 12:03 PM	Franklin Supervisor2 TEAM Ohio	<input checked="" type="checkbox"/>	<input type="checkbox"/>

The record defaults to the **Case Details** tab. This section provides information about **Contact Name** (Referent), **Status**, **County of Complaint**, **Priority**, **Restrictions** check box, **SACWIS Entry Completed** check box and the **Confirmed Mandated Referral** box.

Note: Values for **SACWIS Entry Completed** and **Confirm Mandated Referral** will be required before a Screening Decision can be made.

- Selecting **Yes** for **Confirm Mandated Referral** will confirm it meets mandated referral requirements and the reporter will receive the notifications required by OAC.
- Select **No** when you have determined the referral does not meet OAC requirements of a mandated referral. Information about the referral will not be provided to the reporter.

Case Details | Activities | Emails

Case Details

Basic Information

Contact Name	Status
Reporter1 TEAM Ohio	Received
County of Complaint	Priority
Franklin County	Low
Restricted	SACWIS Entry Completed
<input checked="" type="checkbox"/>	<input type="checkbox"/>
Confirm Mandated Referral	
<input type="checkbox"/>	

Referral Intakes (1)

Ri-0000055

Files (0)

Notes (0)

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Status Bar and Screening Decision

- This area shows the status of the referral and gives the user the ability to update the status. The different statuses include:
 - **Submitted:** which is a referral that has been sent to a PCSA, but not assigned or reviewed.
 - **Received:** which is a referral that has been assigned to a screener or supervisor for research and entry into Ohio SACWIS.
 - **Closed:** for when the screening decision has been made and the referral has been **Screened In**, **Screened Out**, or **Referred to Other County**.
- When you are ready to select a **Closed** status, you will see the pop-up window to enter your information is dynamic, based on your **Screening Decision**.
 - Before you can save your Screening Decision, you will need to confirm the referral is mandated and indicate that the referral has been entered in SACWIS.

Edit Dependencies

* Status
Screened In

Confirm Mandated Referral
--None--

County Sent To
--None--

Screening Pathway
--None--

Cancel Done

- If your Screening Decision is **Screened In**, a value for **Screening Pathway** will be required: **Traditional/Alternative Response**.
- If your Screening Decision is **Referred to Other County**, a value for **County Sent To** will be required. There is an option in the dropdown for **Out of State PCSA**. If the referral is being sent out of state, a new field will appear under the **Basic Information** tab where you can enter the state it is being sent to.
 - Selecting **Referred to Other County** allows the mandated reporter to know that their information was sent to another jurisdiction, and not just the typical “Screened Out” notification – this field is only informational at this time. It is being looked at for an enhancement within Ohio SACWIS.

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Case Details Activities Emails

Case Details

Basic Information

Contact Name Reporter1 TEAM Ohio	Status Referred to Other County
County of Complaint Franklin County	Priority Low
Restricted <input checked="" type="checkbox"/>	SACWIS Entry completed <input checked="" type="checkbox"/>
Confirm Mandated Referral Yes	Out of State PCSA
County Sent To Out of State PCSA	

- Two additional statuses that are present but will not be seen or used by PCSAs include “in progress” and “canceled”. In progress are new referrals that have been started but not completed and canceled are referrals that were started but the reporter chose to cancel prior to submitting.
 - All these statuses are only visible to the mandated reporter and they cannot be selected in the status dropdown.

The screenshot shows the TEAM Ohio interface for Case 00304820. At the top, there is a search bar and navigation icons. Below that, the case name and number are displayed. A table provides key details: Case Record Type (TEAM Ohio Case), Status (Screened Out), Date Submitted (9/15/2023 11:26 AM), Date/Time Received (9/19/2023 4:18 PM), Date/Time Closed (9/19/2023 4:21 PM), and Case Owner (Cuyahoga Screener1 TEAM Ohio). A status dropdown menu is highlighted with a red box, showing options: In Progress, Cancelled, Submitted, Received, Screened Out (selected), and Change Closed Status. Below the dropdown, the 'Case Details' section is visible, showing basic information for 'Emily Doe' with status 'Screened Out', priority 'Low', and 'SACWIS Entry completed' checked. To the right, there are sections for 'Referral Intakes (1)' with one intake (RI-0000498) and 'Files (0)' with an 'Upload Files' button.

Important: You must be the Case Owner to make changes in this section. Upon changing the status for a mandated report, the mandated reporter will receive an email regarding the change in status and this change will also be reflected on the reporter view landing page.

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- The **Activities** tab will display actions that have taken place on this **Case**.

The screenshot shows the TEAM Ohio portal interface for Case 00304829. The top navigation bar includes the Ohio Department of Job & Family Services logo, a search bar, and various utility icons. The case header displays the case number and an 'Edit' button. Below the header, a progress bar shows the case status as 'Received' (highlighted in blue) and 'Closed'. The main content area is divided into two tabs: 'Case Details' and 'Activities' (highlighted with a red box). The 'Activities' tab shows a list of recent activities, including two messages from 'Reporter2 TEAM Ohio (Customer)' and one from 'Cuyahoga Supervisor2 TEAM Ohio'. The right sidebar contains sections for 'Referral Intakes (1)', 'Files (0)', 'Notes (0)', and 'Case Team (0)'.

- Click on the **Emails** tab. This section will display all email notifications that have been sent out from the portal for this case.

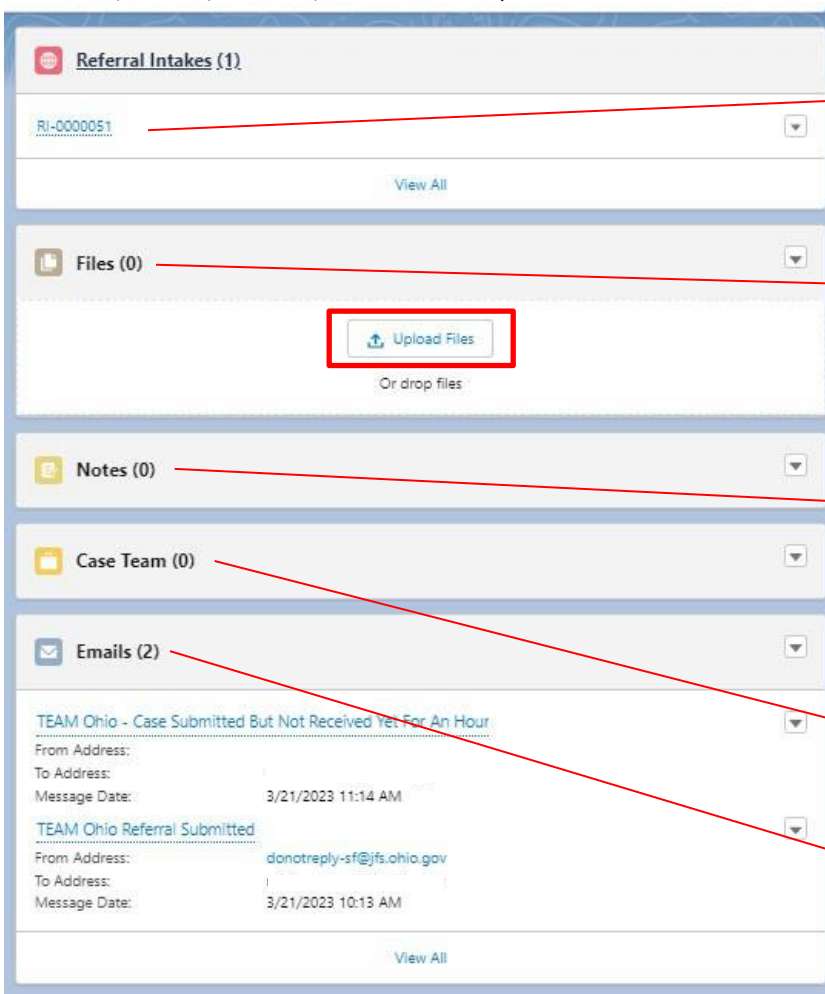
The screenshot shows the TEAM Ohio portal interface for Case 00303409. The top navigation bar includes the Ohio Department of Job & Family Services logo, a search bar, and various utility icons. The case header displays the case number and an 'Edit' button. Below the header, a progress bar shows the case status as 'Screened In' (highlighted in blue). The main content area is divided into two tabs: 'Case Details' and 'Emails' (highlighted with a red box). The 'Emails' tab shows a list of three email notifications. The table below lists the details of these emails.

Subject	From Address	To Address	Message Date
TEAM Ohio - Case Received But Not Scree...		desertwarrior0822@gmail.com	3/18/2023 1:32 PM
TEAM Ohio - Case Received But Not Scree...		desertwarrior0822@gmail.com	3/17/2023 10:31 PM
TEAM Ohio Referral Submitted	donotreply-sf@jfs.ohio.gov	desertwarrior0822@gmail.com	3/17/2023 2:21 PM

[View All](#)

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- On the right side of the **Case** screen, a vertical navigation bar will display **Referral Intakes**, **Files**, **Notes**, **Case Team**, and **Emails** section of the **Case**.



Referral Intakes will display the information submitted by the referent.

Files is a default field that will not be used by the PCSA. There is a separate files section within the referral tab that will house documents uploaded by the Mandated Reporter.

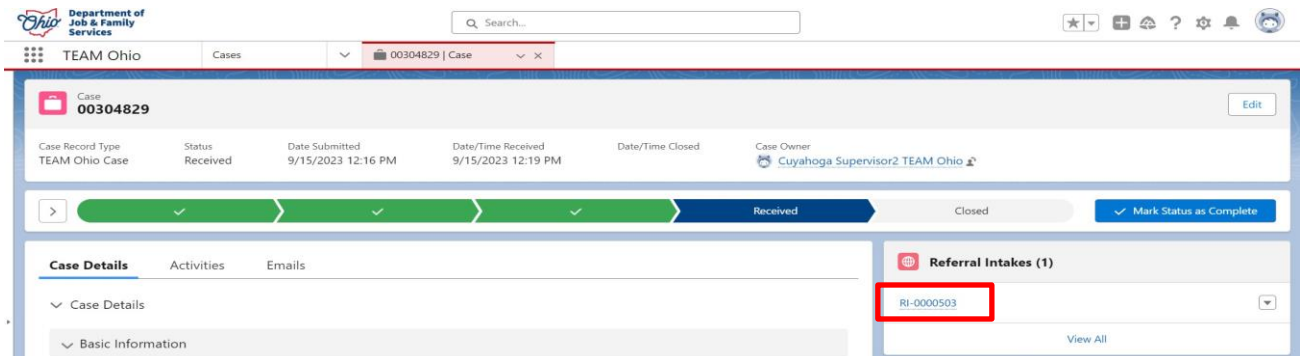
Notes can be added to any Case about actions taken. Click the down arrow to add New note. These are not shared with the Reporter.

Case Team This is a default field that will not be used by the PCSA.

Emails will document all correspondence that has been sent in reference to this Case.

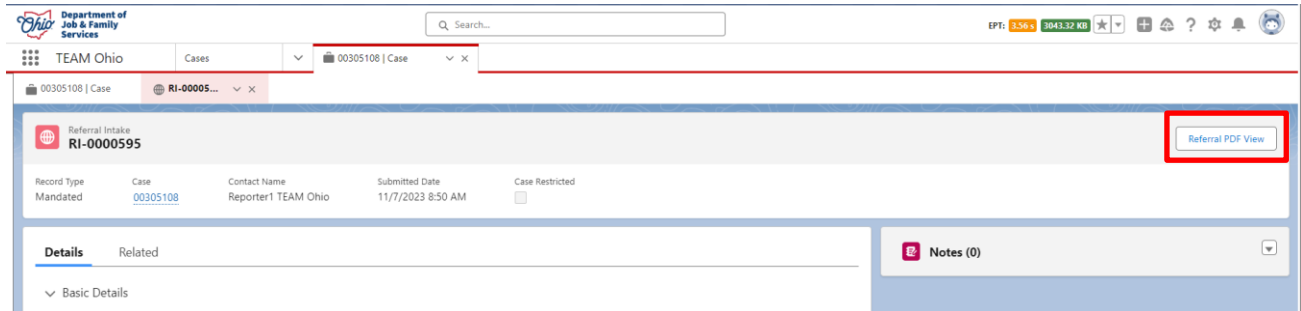
Viewing the Referral Intake

- Click on the hyperlink for the **Referral Intake**, which is a record number starting with the letters “RI- “

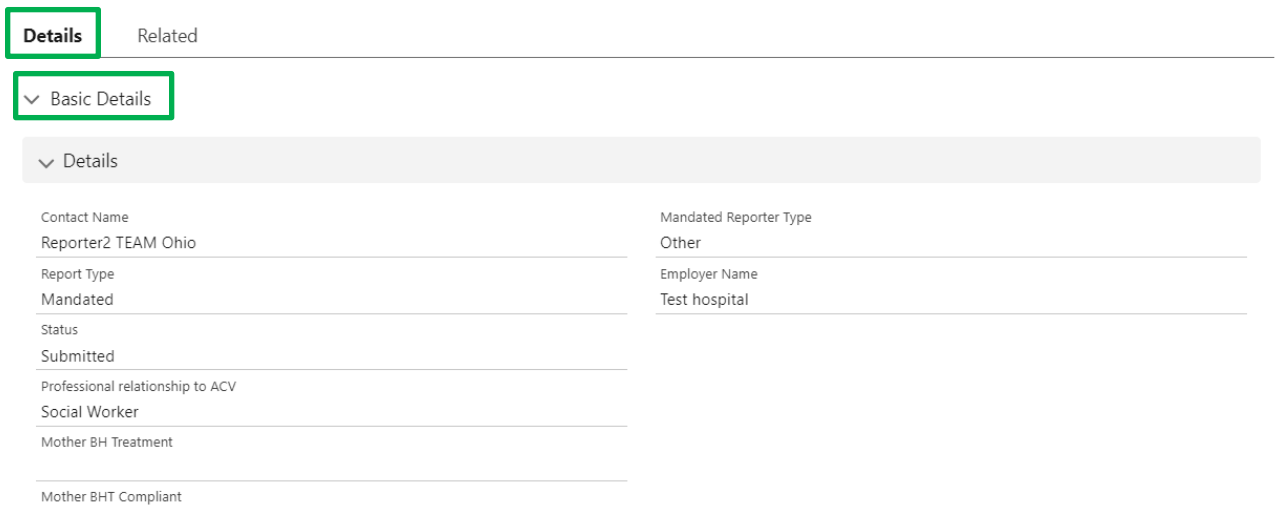


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- The **Referral Intake** screen appears. Review the submitted information for accuracy and completeness. You may scroll the entire screen to view the content, or for ease of reading, click **Referral PDF View**.



- The **Referral Intake** record defaults to the **Details** tab, which can be expanded to view **Details** and **Additional Details**. Click on the arrows next to each label to expand or collapse the section to review.



- The **Additional Details** will display all the narrative information provided about the suspected concerns, including:

- Contact and Employer Information for the Reporter
- General Information
- Physical & Emotional Abuse
- Neglect
- Sexual Abuse
- Dependency
- Substance Use
- Domestic Violence
- Other Concerns
- Details About Children
- Wrap Up Information
- System Information

TEAM Ohio | Cases | 00304594 | Case

00304594 | Case | RI-00004...

Details | Related

> Basic Details

Additional Details

Contact Information

Reporter Address Line 1 100 Main Street	Reporter Address Line 2
Reporter City Columbus	Reporter State Ohio
Reporter Zip Code 43210	Reporter Phone Extension
Reporter Phone (614) 466-7361	

Contact Information

Reporter Address Line 1 100 Anywhere Street	Reporter Address Line 2 Suite 10
Reporter City Anytown	Reporter State Ohio
Reporter Zip Code 44000	

General Information

Report about Childs Death ⓘ No	Alleged Human Trafficking ⓘ No
Alleged Perpetrator Access to child ⓘ	Law Enforcement Agency ⓘ
Law Enforcement Contacted ⓘ No	Law Enforcement Contact Info ⓘ

Physical & Emotional Abuse

Concerns Of Physical/Emotional Abuse ⓘ
Yes
Physical Abuse - Bruises


Quick Tip: Hovering over the informational icon (ⓘ) seen throughout the screen will display the full question narrative that was presented to the mandated reporter.

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Need To Be Seen By Medic/Mental Pro

▼ Neglect

Does this report involve concerns about the child(ren)'s basic needs, living conditions, educational or medical needs?

Concerns Of Neglect 

Yes

Neglect - Basic Needs [Help Concerns Of Neglect](#)

Describe Failing To Provide Basic Needs

Neglect - Lack Of supervision

Describe Concern For Lack Of Supervision
test

Neglect - Dirty/Unsanitary/Unsafe Home

Describe Conditions Of The Home

Neglect - Child's Hygiene/Lice

5. Click on the **Related** tab to view any **Files** attached by the Mandated Reporter. Here you can also add **Notes**, view all **Referral Intake Contacts**, and **Participant Relationships**. You can click on the headers of any section to see more detailed and complete information.

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The screenshot shows the 'Related' tab in the TEAM Ohio interface. It features four main sections:

- Files (0):** Includes an 'Add Files' button and an 'Upload Files' button with the text 'Or drop files' below it.
- Notes (0):** Includes a 'New' button.
- Referral Intake Contacts (2):** A table with columns: Name, Type, Role, Name. It lists two contacts: RIC0000001297 (Participant, Parent, Minnie Mouse) and RIC0000001298 (Participant, Child Subject of Report, Danger Mouse). A 'View All' link is at the bottom.
- Participant Relationships (1):** A table with columns: Participant Relationship, Primary Participant Name, Relationship, Secondary Participant Name. It lists one relationship: PR-0116 (Minnie Mouse, Biological Mother, Danger Mouse).

a. **Files** stores information submitted by the Mandated Reporter.

This detailed view of the 'Files (0)' section includes callouts to the 'Upload Files' button and the 'Add Files' button. It also shows a Windows file explorer window and a 'Select Files' dialog box.

The Windows file explorer window shows the path: Desktop > Important Doc... and lists files: Immunization Record (11.6 KB), JFS 01058 (11.7 KB), and another Microsoft Word Document (11.7 KB). The file name field contains 'Immunization Record' and the file type is set to 'All files'.

The 'Select Files' dialog box shows a search for 'Additional Information' and a list of files including 'Additional Information' (Mar 22, 2023).

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- b. **Notes** will allow you to record information about additional actions taken on this **Referral Intake**. Notes completed here will only save in the Referral Intake, not within the Case Notes section.

The screenshot shows the 'Notes (1)' section of the TEAM Ohio interface. A 'New' button is highlighted in the top right corner. A callout box points to the 'Share' button in the bottom toolbar, stating 'Click Share to send Note to another person.' Another callout points to the 'Delete' button, stating 'Click Delete to remove Note from record.' A third callout points to the 'Add to Records' button, stating 'Click Add to Records to save Note'. A fourth callout points to the 'Done' button, stating 'Click Done to exit Note'. The main note content area shows a text entry: 'Called referent to obtain immunization records'.

- c. The **Referral Intake Contacts** will show each person who was added to the report, their **Participant Type** (this includes both Participants and Witnesses), **Participant Role** in the intake and their **First, Middle and Last Name**. Click on the hyperlinks under **Name** (records starting with 'RIC') to see additional details about the individual. This section will also contain Plan of Safe Care information, if applicable.

Referral Intake Contacts (5)			
Name	Type	Role	Name
RIC0000000461	Participant	Child Subject of Report	Teen One
RIC0000000462	Participant	Child Subject of Report	Infant One
RIC0000000463	Participant	Alleged Perpetrator (AP)	Parent One
RIC0000000464	Participant	Alleged Perpetrator (AP)	Unknown Unknown
RIC0000000465	Witness		Witness One

- d. The **Participant Relationships** will display all participants and their relationship to all other participants listed in the referral. This section will provide a breakdown of each **individual pairing**. You can access the details of each individual pairing by clicking the hyperlinks under **Participant Relationships** (starting with 'PR-').

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Participant Relationships (6+)			
Participant Relationship	Primary Participant Name	Relationship	Secondary Participant Name
PR-0119	Sue Sue Heck	Biological Sister	Axl Heck III. ▼
PR-0123	Sue Sue Heck	Granddaughter	Unknown Unknown ▼
PR-0120	Sue Sue Heck	Biological Daughter	Mike Heck ▼
PR-0121	Sue Sue Heck	Biological Daughter	Frankie Heck ▼
PR-0126	Axl Heck III.	Biological Brother	Brick Heck ▼
PR-0122	Sue Sue Heck	Biological Sister	Brick Heck ▼
View All			

⌕ Participant Relationship
PR-0119

Related
Details

Participant Relationship
PR-0119

Primary Participant Name
Sue Sue Heck

Relationship
Biological Sister

Secondary Participant Name
Axl Heck III.

Reciprocal Relationship
Biological Brother

Referral Intake
[RI-0000510](#)

Created By
 Reporter2 TEAM Ohio, 9/18/2023 8:07 AM

Transfer Data to Ohio SACWIS

Until integration with Ohio SACWIS is achieved, the information gathered in TEAM Ohio from the Mandated Reporters will need to be copied and pasted into an Intake record created in Ohio SACWIS.

Mandated reporter letters will need to be processed in Ohio SACWIS and manually sent per rule and agency policy.

IMPORTANT:

- Due to the layout and amount of information held within the referral, we are recommending that PCSAs view the submitted information by clicking on the Referral PDF View button on the top right.
- By clicking this button, a PDF is generated that the screener can review, save, print, and copy directly out of and paste into Ohio SACWIS fields.

1. Log in to Ohio SACWIS

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2. Click on the **Intake** tab
3. Click the **Add Intake** button

Home **Intake** Case Provider Financial Administration

Intake Workload

Agency: Ohio Department of Job and Family Services

Add Intake View by: Default Filter

Showing 2 intakes (Default view):

Claimed By	Intake ID Screening Priority	Workload Name	Category	Date/Time Received	Screeener Name SDM Name	Status	Status Date/Time
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4. **Important:** Remember to back date the Received Day/Time to correspond with when it was received in **TEAM Ohio**.
5. Copy and paste the **Referral Intake** concerns from **TEAM Ohio** into the **Intake Narrative**.
6. Complete the remaining Ohio SACWIS Intake tabs and screen in or out the newly created Intake to correspond with any screening decision dates/times which were made in **TEAM Ohio**.
7. Once the intake has been inputted into Ohio SACWIS, check the box for **SACWIS Entry completed** in the **Basic Information** in **Case Details**.

Note: For additional guidance on managing an **Intake** in Ohio SACWIS, please refer to the Ohio SACWIS Knowledge Base (jfskb.com) or CAPS LMS (tile found in MyOhio.gov apps).

Case Re-Assignments

1. Once a Screener accepts a **Case** for assignment, only the owning Screener or a Supervisor can re-assign it. To do so, the Screener/Supervisor will need to navigate to a **Case List** screen where the **Case** is visible, checkmark the **Case** that needs reassigned and click **Case Change Owner**.

TEAM Ohio Cases

All Open Cases New Printable View **Case Change Owner**

1 item selected

Case Number	Contact Name	Subject	Status	Priority	Date/Time Opened	Case Owner Alias
<input checked="" type="checkbox"/> 00303386	Reporter1 TEAM Ohio	TEAM Ohio Case	Screened In	Low	3/13/2023 1:44 PM	fsuptoh2
<input type="checkbox"/> 00303379	Reporter2 TEAM Ohio	TEAM Ohio Case	Screened In	Low	3/14/2023 2:06 PM	fsctoh2
<input type="checkbox"/> 00303384	Default Person Account1	TEAM Ohio Case	In Progress	Low	3/15/2023 9:48 AM	TEAM Ohio Franklin County Queue
<input type="checkbox"/> 00303386	Reporter2 TEAM Ohio	TEAM Ohio Case	Received	Low	3/15/2023 10:04 AM	fsuptoh2
<input type="checkbox"/> 00303416	Reporter2 TEAM Ohio	TEAM Ohio Case	Received	Low	3/20/2023 8:30 AM	fsuptoh2
<input type="checkbox"/> 00303433	Elizabeth	TEAM Ohio Case	Screened In	Low	3/21/2023 11:47 AM	fsuptoh2

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- The Screener/Supervisor will then **Search** for the employee they wish to re-assign to, **Select** their name from the list, and click **Save**. If the user decides to not re-assign, they can click **Cancel** to discard any changes.

Note: Supervisors can reassign any case, regardless of ownership, to themselves, a screener, or another supervisor. Screeners are only able to reassign cases, that are assigned to them, to other screeners. They are not able to assign cases to supervisors.

The screenshot shows a dialog box titled "Case Change Owner". At the top, there is a search bar labeled "Case Owner" with the text "franklin scr" entered. Below the search bar, a search result is displayed: "Franklin Screener1 TEAM Ohio". At the bottom right of the dialog, there are two buttons: "Cancel" and "Save".

Help

If access issues are encountered attempted to utilize TEAM Ohio, please contact SACWIS_ACCESS@childrenandyouth.ohio.gov.

If you encounter technical difficulties while using TEAM Ohio, please contact DCY Children Services Operational Support through the [Customer Care Center](#) and note that you have a TEAM Ohio Issue. Please provide screenshots if available.