Department of Children and Youth Memo 25-066

TO: Intake staff at Public Children Services Agencies (PCSAs) and Title IV-E Courts

FROM: Brittaney Carter, Chief Information Officer

DATE: September 16, 2025

SUBJECT: Deployment Communications for the Upcoming September 2025 Release for Taking Early Action Matters (TEAM) Ohio

What problem are we trying to solve?

After the TEAM Ohio integration with Ohio Statewide Automated Child Welfare Information System (SACWIS), several issues and enhancements were identified. This deployment will solve the following:

- In TEAM Ohio, intake participants Social Security Numbers (SSNs) are masked to all users of the system. This prevents users from seeing what they are typing when entering the SSN of a participant. Not being able to see the SSN could lead to an inaccurate SSN for a participant due to typing errors.
- On the screening decision tab, the Link to Ohio SACWIS button displays before the screening decision is saved and the intake is sent to Ohio SACWIS. This causes confusion for users because the intake cannot be linked to a case at this stage.
- TEAM Ohio was not sending screening decision maker information with some intakes to Ohio SACWIS. This was causing the Send to Ohio SACWIS function, after screening decision, to fail.
- Issues were found in the testing environment where information from the Comprehensive Addiction and Recovery Act (CARA) screen was not being pulled over from the mandated reporter portal. On the CARA tab, Parenting education/support and Employment services, when you mark referral made and a narrative was provided, when you send the report from the portal to TEAM Ohio the data is not being brought over.

What can you expect?

The following changes are being made to TEAM Ohio as part of this deployment:

- When entering data into an empty SSN field on the TEAM Ohio participant details page, the digits will remain visible until the information is saved. Once saved, the SSN will automatically be masked. If you delete an existing SSN and begin typing a new one, the input will again appear unmasked until you save. After the initial save, the SSN will always display as masked, provided the field contains data.
- When the TEAM Ohio case has been set to "Completed" status and you go to the Screening Decision tab, you will only see the screening decision fields on the tab and a "Save" button in the lower right. After the screening decision is entered and you click "Save," you will see the confirmation page for the screening decision with the "Cancel" and "Send to OH SACWIS" buttons. When you click "Send to OH SACWIS" and the intake is successfully sent to Ohio SACWIS, you will see the success confirmation message and the "Link to Ohio SACWIS Case" button should be present.
- Users will no longer receive this failure message, "The requested update failed to reach Ohio SACWIS. Please contact the Customer Care Center," on send to Ohio SACWIS for missing screening decision maker information.
- PCSA users will see all provided narrative fields on the CARA tab, when reviewing intakes sent from the Mandated Reporter Portal.

How can you prepare?

The updated TEAM Ohio User Guides can be found here: TEAM Ohio

Deployment Details

The deployment of the items referenced above is planned for September 18, 2025.

Who to contact?

If you have additional questions pertaining to this Deployment Communication, please contact the Customer Care Center.