

**Knowledge Base Article** 

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#### **Overview**

This article describes steps for updating and recording appeals on Intake Dispositions. A Public Children Services Agency (PCSA) may update a disposition due to an Administrative Decision or an Appeal from the Alleged Perpetrator. PCSA users with *Report Disposition Changer* security may update dispositions or record appeals for intakes investigated by their agency.

Per OAC 5101:2-36-03, within five working days of completion of an assessment/investigation, the PCSA must notify the Alleged Perpetrator of the Report Disposition, their right to appeal, and the method by which the Alleged Perpetrator may appeal. OAC 5101:2-33-20 outlines the requirements for PCSA disposition appeal policies, including but not limited to: Operational procedures for conducting reviews and hearings; the office and/or individual(s) involved in conducting these reviews/hearings, and reasonable timeframes. Policies and procedures are developed and implemented by each PCSA. Ohio SACWIS includes functionality for users to record appeals, record reviews/hearings, record outcomes, and generate notification letters for Alleged Perpetrators.

For steps to record the Disposition for an Intake, please refer to Recording Case Disposition.



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#### **Updating an Intake Allegation Disposition – Administrative Decision**

When an assessment/investigation is completed, users must record a disposition for each allegation of the intake. In areas of Ohio SACWIS where the intake disposition is displayed, the system displays the highest level of disposition; in areas where the allegations are displayed, the system displays the disposition for each intake allegation. There may be times where the disposition recorded for one or more of the allegations on an intake needs to be updated. One of the reasons for updating a disposition is *Administrative Decision*.

- 1. From the SACWIS **Home** screen, click the **Case** tab.
- 2. Click the Workload tab.
- 3. Click the **Case ID** link of the appropriate case.
- 4. From the Navigation menu, click the Intake List link.

The Intake List (Current Case Episode and Historical Case Episode(s)) screen appears, displaying all intakes listed for the case, separated into Current Case Episode and Historical Case Episodes.

5. Click **Update Disposition(s)** to view intakes able to be updated.



The **Intake Dispositions** screen appears.

**Note**: Only Intakes for the signed in user's agency will display. Intakes with a disposition of **Substantiated**, **Indicated**, or **Unsubstantiated** can be updated. Intakes with other dispositions (e.g. Alternative Response, Unable to Locate) will display but cannot be updated.

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6. Click the **Edit** link next to the Intake being updated.

Case > Workload > Intake CASE NAME / ID: Kenobi, obi wan /12345678 Ongoing / Open (01/01/2024) **Intake Dispositions** Intake <u>ID</u> Decision Date & Time Category Type(s) <u>edit</u> 01/16/2024 08:26 AM CA/N Report Sexual Abuse 23456789 Physical Abuse Neglect Sexual Abuse 01/01/2024 05:00 PM CA/N Report 123456789 Physical Abuse 01/05/2024 05:00 AM CA/N Report Physical Abuse <u>edit</u> 23456789 Sexual Abuse 02/22/2024 03:14 PM CA/N Report Sexual Abuse <u>edit</u> 123456789 Physical Abuse 02/23/2024 11:27 AM CA/N Report Physical Abuse <u>edit</u> 23456789 Neglect 02/02/2024 01:20 AM CA/N Report Physical Abuse <u>edit</u> 123456789 Neglect

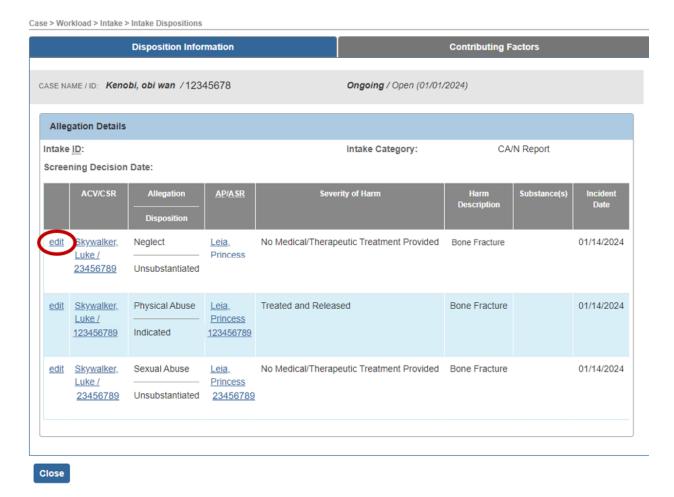
Close

The **Allegation Details** grid appears.



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7. Click **Edit** next to the Allegation disposition being updated.

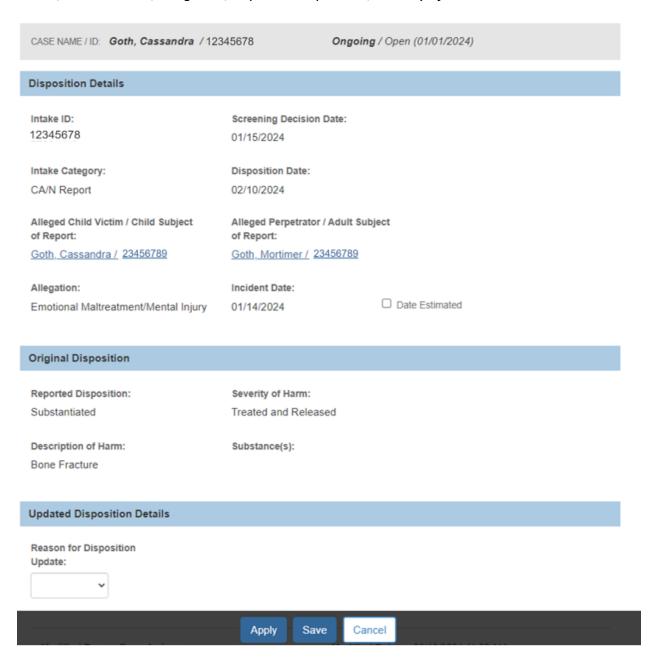


Note: Each allegation corresponds to 1 Alleged Perpetrator, 1 Alleged Child Victim, and 1 Allegation type (e.g. Physical Abuse, Medical Neglect etc.). If there are multiple allegations for an intake, each allegation is updated individually, as applicable.

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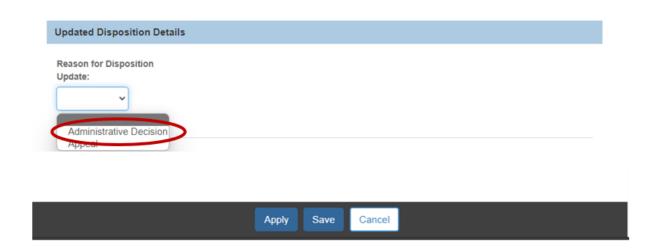
The **Disposition Details** screen appears.

This page shows all the details about the allegation, including Alleged Perpetrator, Alleged Child Victim, Incident Date, Allegation, Reported Disposition, Severity of Harm and more.



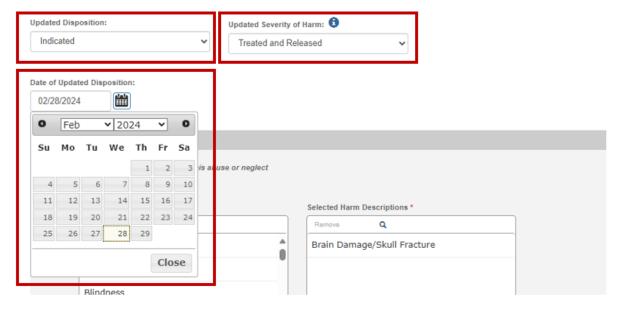
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7. Select Administrative Decision from the Reason for Disposition Update dropdown.



Additional fields to be completed appear.

- 8. Select the **Updated Disposition** from the dropdown.
- 9. Select the **Updated Severity of Harm** from the dropdown.
- 10. Enter the **Date of Updated Disposition**.

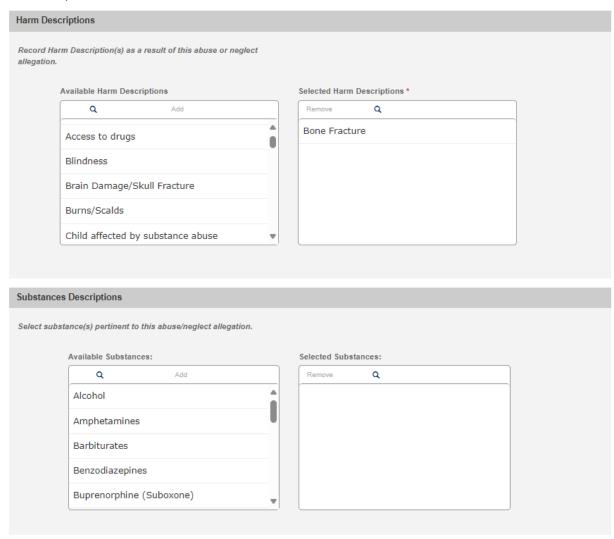


- 11. Select one or more values for Harm Descriptions and click Add.
- 12. Select any applicable Substance(s) and click Add.

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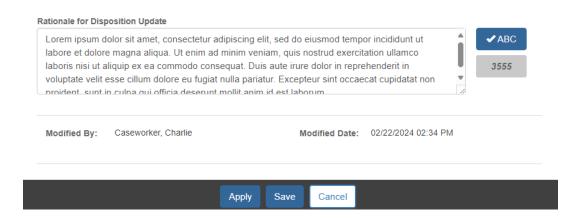
**Note:** The Harm Description(s) and Substance(s) selected during the initial disposition are populated but are editable. Harm Description is a required field, but Not Applicable is an available option.



- 7. Enter the Rationale for Disposition Update.
- 8. Click Save.



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The Allegation Details grid will display. The updated Allegation Disposition will have a green badge to indicate this allegation has had its disposition updated.



Important: When completing an Administrative Decision update for allegation disposition, the Updated Disposition must be different than the original disposition. Additionally, Date of Updated Disposition must be after the Disposition Date of the original disposition. Once the disposition has been updated for an Allegation, the grid will now display a View link. Clicking this link will bring a view only page of the Disposition with original and updated disposition details. Dispositions can only be updated one time. For more information, see Viewing a completed Disposition or Viewing an Updated Disposition.

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#### **Recording an Appeal for an Allegation Disposition**

After an intake investigation has been completed and the disposition has been recorded, it is possible that one or more Alleged Perpetrator(s) appeal an Allegation Disposition. The system will now allow users to record that an appeal has been filed.

- 1. From the SACWIS Home screen, click the Case tab.
- 2. Click the Workload tab.
- 3. Click the **Case ID** link of the appropriate case.
- 4. From the Navigation menu, click the Intake List link.

The Intake List (Current Case Episode and Historical Case Episode(s)) screen appears, displaying all intakes listed for the case, separated into Current Case Episode and Historical Case Episodes.

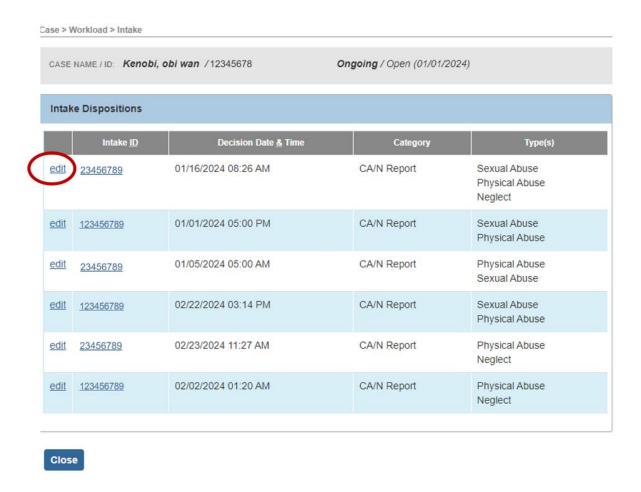
5. Click **Update Disposition(s)** to view intakes able to be appealed.

**Note**: Only Intakes for the signed in user's agency will display. Intakes with a disposition of **Substantiated**, Indicated, or **Unsubstantiated** can be updated. Intakes with other dispositions (e.g. Alternative Response, Unable to Locate) will display but are unable to be appealed.

Intake <u>ID</u>	Status 💠	Decision <b>\$</b> Date - Time	Category \$	Туре	Initiation Date/Time	Case Disposition Disposition Date	Investigation/ Assessment Completion Date	Agency ≎ Name	
123456789 reports	Screened In	02/23/2024 11:27 AM	CA/N Report	Neglect Physical Abuse	02/23/2024 11:34 AM	Substantiated 02/23/2024	02/23/2024	Public Children Services Agency	unli

The Intake Dispositions grid displays with Intake Dispositions available to be appealed.

6. Click **Edit** for the intake being appealed.



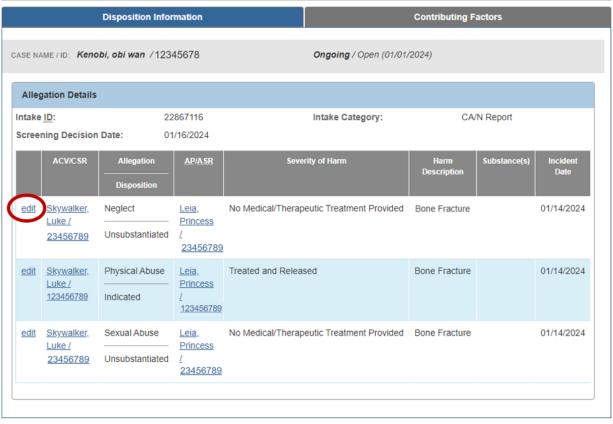
The **Allegation Details** grid page appears.

7. Click **Edit** next to the Allegation being appealed.

**Note:** Each allegation corresponds to 1 Alleged Perpetrator, 1 Alleged Child Victim, and 1 Allegation of Harm (e.g. Physical Abuse, Medical Neglect etc.). If there are multiple allegations for an intake, each allegation is appealed individually, as applicable.

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Case > Workload > Intake > Intake Dispositions



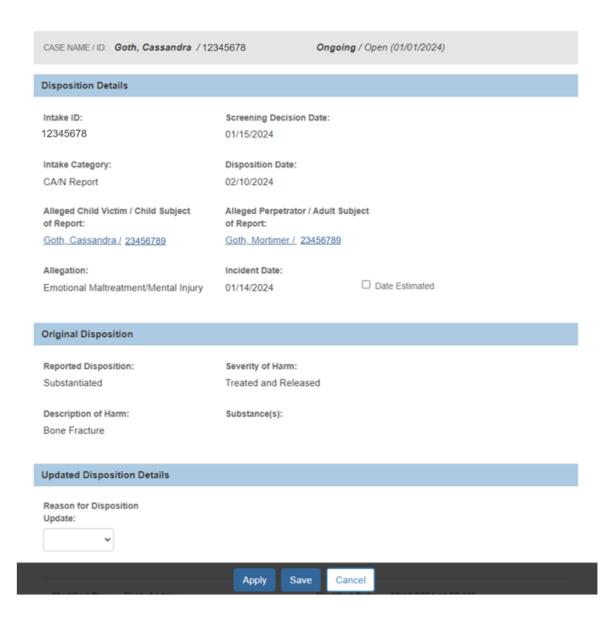
Close

The **Disposition Details** screen appears.



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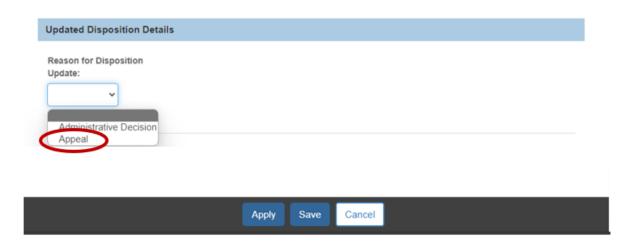
This page shows all the details about the allegation, including Alleged Perpetrator, Alleged Child Victim, Incident Date, Allegation, Reported Disposition, Severity of Harm and more.





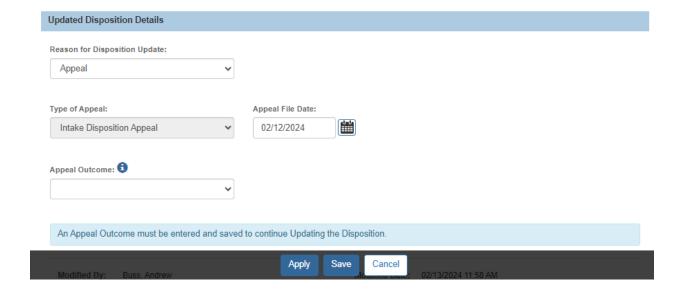
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8. Select **Appeal** from *Reason for Disposition Update* dropdown.



Additional fields to be completed appear. The **Type of Appeal** will populate automatically with *Intake Disposition Appeal*; this cannot be changed.

- 9. Enter the Appeal File Date
- 10. Click Save



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The Allegation Details grid displays. The Disposition will have a gold badge to indicate this allegation is under appeal.



Note: Intakes which have been marked as Under Appeal will remain in that status until an Updated Disposition has been recorded and saved.

To record an Appeal Outcome on an appealed Allegation, see Recording an Appeal Outcome for an Allegation Disposition

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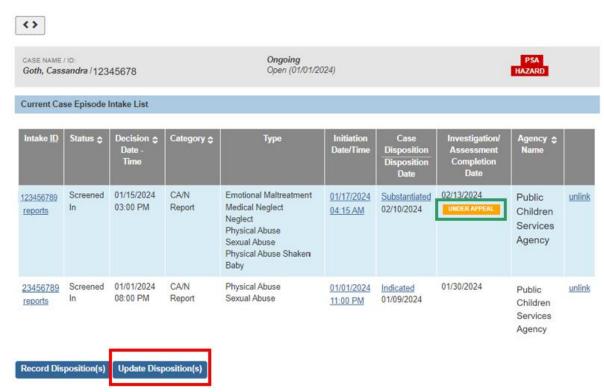
#### **Recording an Appeal Outcome for an Allegation Disposition**

Once an appeal is recorded on an allegation, the outcome should be recorded within 30 days of the appeal. Each PCSA will be responsible for their own appeal process, as outlined in OAC 5101:2-33-20.

**Important:** Information regarding the meetings, discussions, and other relevant information about the appeal must be recorded in an **Activity Log** with the **Category** of **Grievances** and **Sub-Category** of **Disposition**. This **Activity Log** is required to complete the **Appeal Outcome**.

- 1. From the SACWIS **Home** screen, click the **Case** tab.
- 2. Click the **Workload** tab.
- 3. Click the **Case ID** link of the appropriate case.
- 4. From the Navigation menu, click the Intake List link.

The **Intake List** (Current Case Episode and Historical Case Episode(s)) screen appears. If an intake has one or more allegations Under Appeal, the gold Under Appeal badge will display here on the Intake List page until the outcome is recorded.

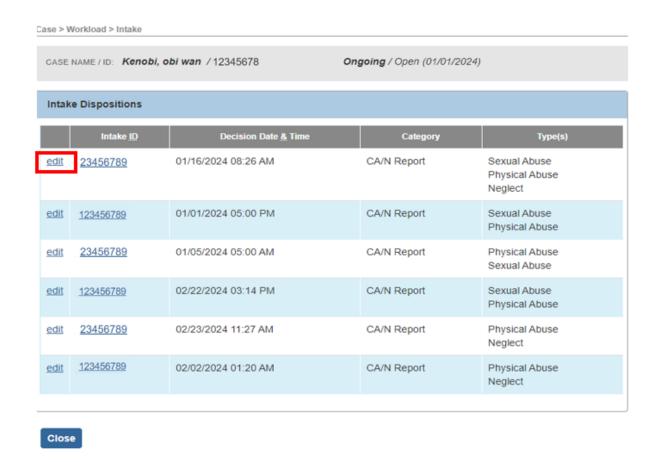


5. Click **Update Disposition(s)** to view Dispositioned intakes.

Department of

The Intake Dispositions grid displays with Intake Dispositions available to be appealed.

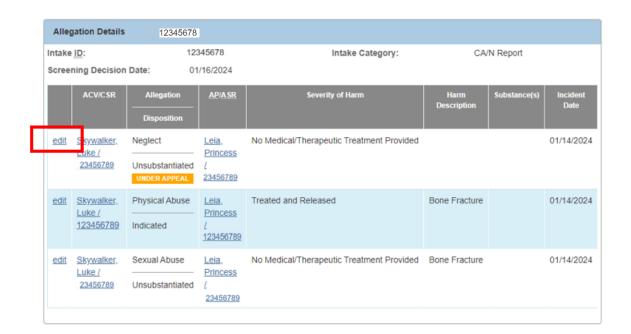
6. Click **Edit** for the Intake being appealed.



The Allegation Details grid appears.

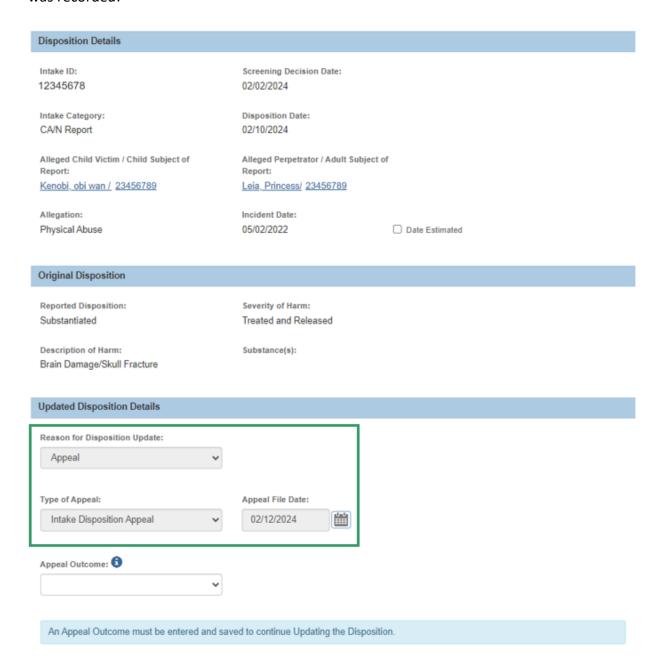
7. Click Edit next to the Allegation marked as Under Appeal

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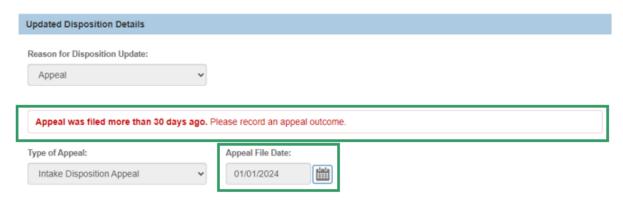
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The Disposition Details screen appears, showing the information entered at the time the appeal was recorded:



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**Note:** If an appeal has been entered and the **Appeal File Date** is more than 30 days ago, the system will display additional badges and messages to indicate the need to record an appeal outcome.



The Allegation Details Grid shows an "Appeal Expired" badge along with the golden "Under Appeal" badge.



To record an **Appeal Overruled** outcome, see <u>Recording an Appeal Overruled outcome</u>:

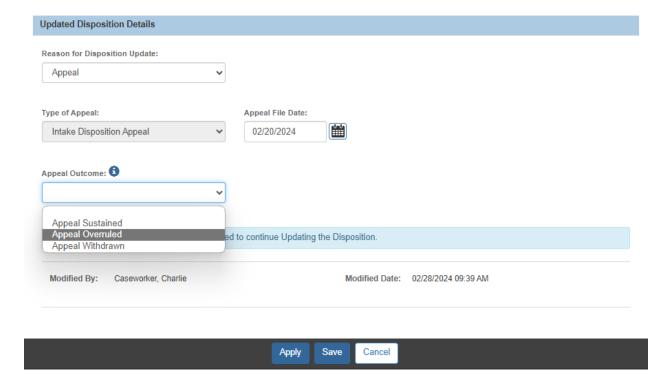
To record an **Appeal Sustained** or **Appeal Withdrawn** outcome, see <u>Recording an "Appeal Sustained" or "Appeal Withdrawn" outcome:</u>

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## **Recording an Appeal Overruled Outcome**

The outcome of the appeal may be that the disposition should **not** be changed. When this happens, the user should record the **Appeal Overruled** outcome.

- 1. Select **Appeal Overruled** from the Appeal Outcome dropdown.
- 2. Click Apply

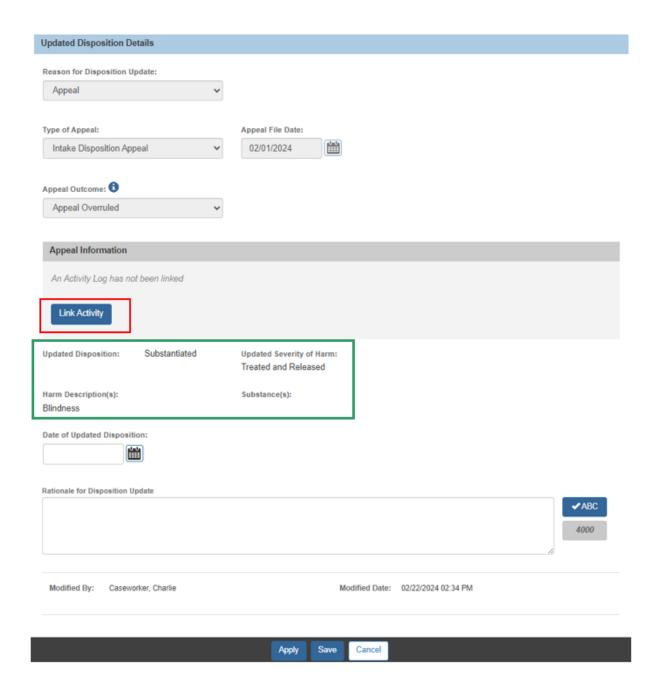




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The Updated Disposition Details section expands with new fields. Some of the fields are automatically populated with the original disposition details and cannot be changed.

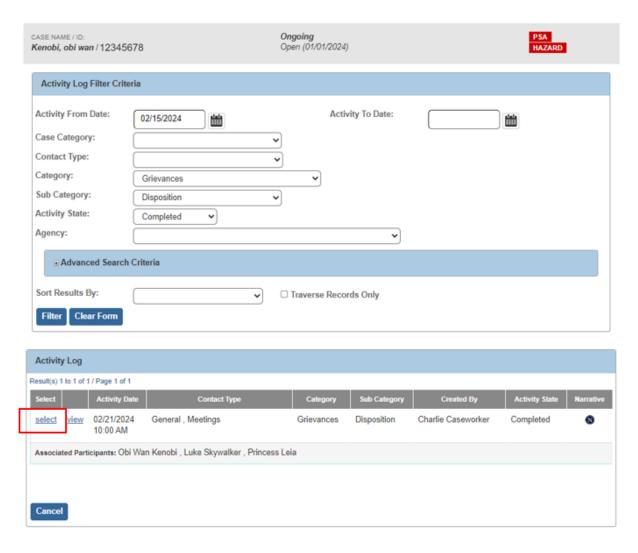
3. Click **Link Activity** to link an activity log to the appeal.



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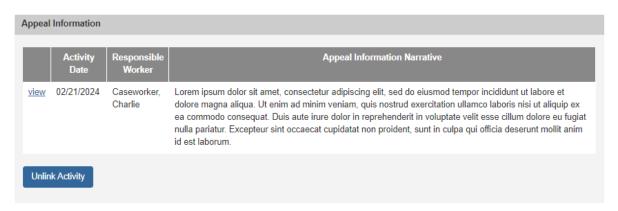
The Activity Log Filter page appears. The filters are populated to the appropriate Category and Subcategory with a completed status.

4. Click the **Select** link for the appropriate activity log to link it to the Appeal.



**Note:** If there are multiple Activity Logs to select from, users can click **View** to view the Activity Log, or the narrative icon to navigate to the Activity Log narrative page.

The **Update Disposition** page appears, with the Activity Log now linked to the Appeal record. Users can click Unlink Activity, if needed, to unlink the Activity Log and select a different Activity Log to link.



- 5. Enter a date in the **Date of Updated Disposition** field.
- 6. Enter text into Rationale for Disposition Update.
- 7. Click **Save** to return to the Allegation Details grid.

**Note:** You will need to repeat this process for all overruled appeals on the intake.

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**Updated Disposition: Updated Severity of Harm:** Substantiated Treated and Released Harm Description(s): Substance(s): Blindness **Date of Updated** Disposition: 02/28/2024 Rationale for Disposition Update **✓** ABC Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in 3555 voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum Modified Date: 02/22/2024 02:34 PM Caseworker, Charlie Modified By: **Apply** Save Cancel

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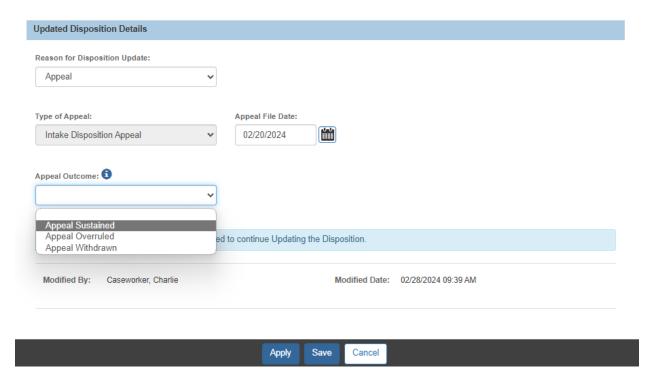
## **Recording an Appeal Sustained or Appeal Withdrawn outcome:**

The outcome of the appeal may be that the disposition should be changed. When this happens, the user should record the **Appeal Sustained** outcome.

If the person who appealed the Disposition decides to withdraw their appeal, then the user should record the **Appeal Withdrawn** outcome.

While they are used in different circumstances, the on-screen functionality is the same for both outcomes.

- 1. Select Appeal Sustained (or Appeal Withdrawn) from the Appeal Outcome dropdown.
- 2. Click Apply.

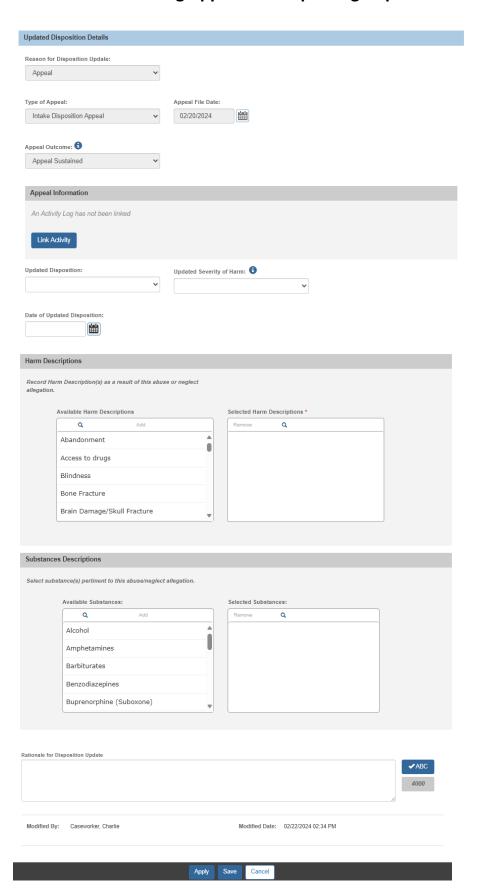


The Updated Disposition Details section expands with new fields.

3. Click **Link Activity** to link an activity log to the appeal.



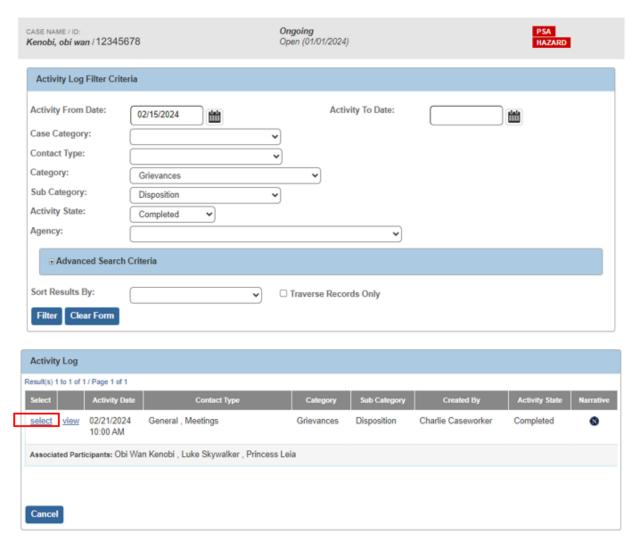
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The Activity Log Filter Page appears. The filters are populated to the appropriate Category and Subcategory with a completed status.

4. Click the **Select** link for the appropriate activity log to link it to the Appeal.



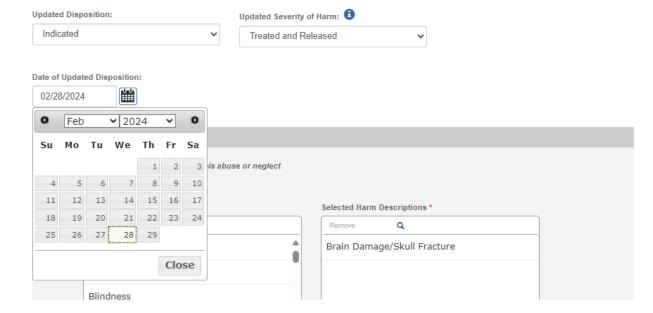
**Note:** If there are multiple Activity Logs to select from, users can click **View** to view the Activity Log, or the narrative icon to navigate to the Activity Log narrative page.

The Update Disposition page appears, with the Activity Log now linked to the Appeal record.

**Note:** You can click Unlink Activity, if needed, to unlink the Activity Log and select a different Activity Log to link.

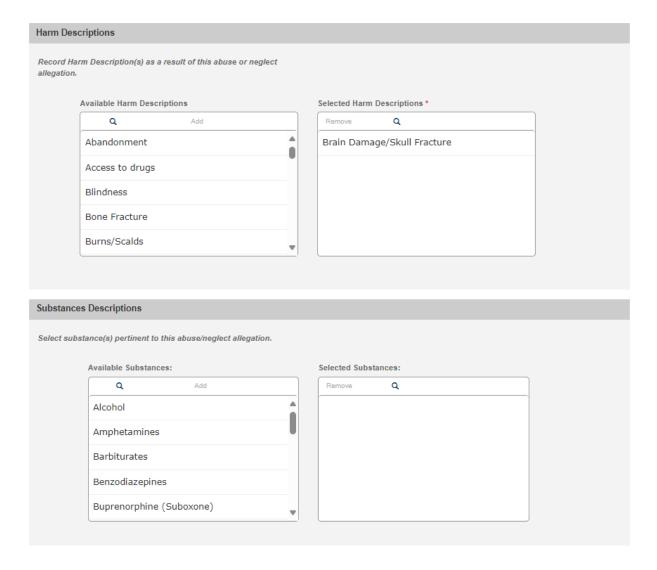


- 5. Select a value for **Updated Disposition**.
- 6. Select a value for **Updated Severity of Harm.**
- 7. Enter a date for **Date of Updated Disposition.**



- 8. Select one or more values for Harm Descriptions and click Add.
- 9. Select any applicable Substance(s) and click Add.

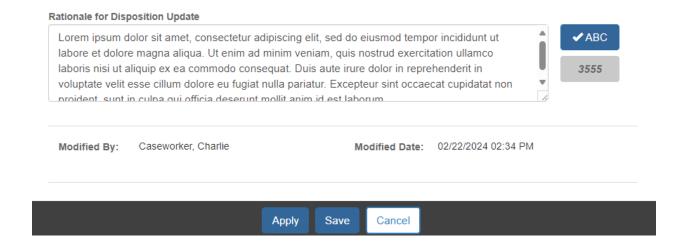
Note: The Harm Description(s) and Substance(s) selected during the initial disposition are populated but are editable. Harm Description is a required field, but Not Applicable is an available option.



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- 10. Enter text in the Rationale for Disposition Update field.
- 11. Click Save to return to the Allegation Details grid.

**Note:** Repeat this process for all allegations of an intake which have been appealed and the appeal was sustained or withdrawn.



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#### **Viewing a Completed Disposition**

When a disposition has been completed, the system will display a view only page showing the intake details for the selected allegation. As a reminder, Intakes can have multiple allegations so the values may vary for different allegations on the same intake.

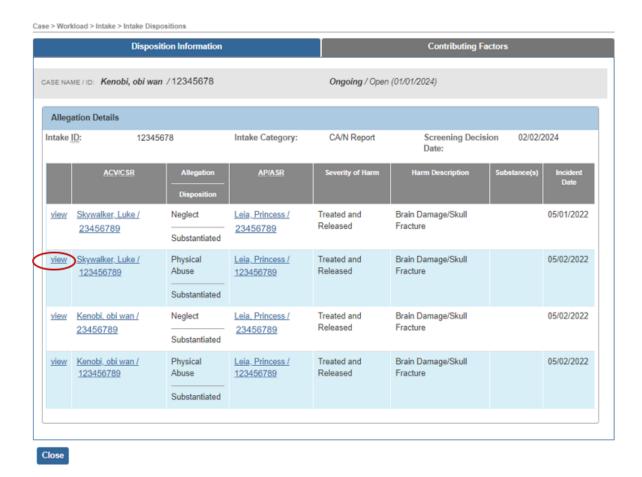
- 1. From the SACWIS **Home** screen, click the **Case** tab.
- 2. Click the Workload tab.
- 3. Click the Case ID link of the appropriate case.
- 4. From the Navigation menu, click the Intake List link.

The Intake List (Current Case Episode and Historical Case Episode(s)) screen appears, displaying all intakes listed for the case, separated into Current Case Episode and Historical Case Episodes.

1. Click the Case Disposition hyperlink to view the allegation details grid for the selected intake.

Intake ID	Status 💠	Decision   Date - Time	Category 💠	Туре	Initiation Date/Time	Case Disposition Disposition Date	Investigation/ Assessment Completion Date	Agency \$ Name	
123456789 reports	Screened In	02/23/2024 11:27 AM	CA/N Report	Neglect Physical Abuse	02/23/2024 11:34 AM	Substantiated 02/23/2024	02/23/2024	Public Children Services Agency	unlin

2. Click the View link next to an allegation to view its details.



The Disposition Details page displays.

1. Click Close.



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#### Intake Details

Intake ID: 12345678
Intake Category: CA/N Report
Screening Decision Date: 02/02/2024
Disposition Date: 02/10/2024

Alleged Child Victim /Child Subject of Report: Skywalker, Luke / 12345678

Alleged Perpetrator /Adult Subject of Report: Leia, Princess / 12345678

#### **Disposition Details**

Allegation: Physical Abuse
Incident Date: 05/02/2022
Report Disposition: Substantiated

Severity Of Harm: Treated and Released

Description of Harm: Brain Damage/Skull

Fracture

Substance(s):

Close



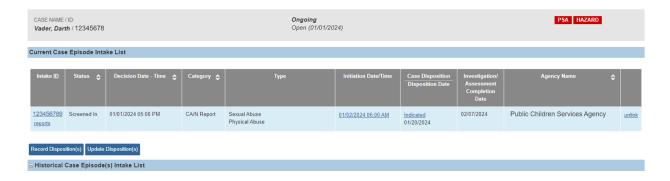
#### **Viewing an Updated Disposition**

Once a disposition has been updated, the view only page to view Disposition details will show Intake Details, original Disposition Details, and Updated Disposition Details.

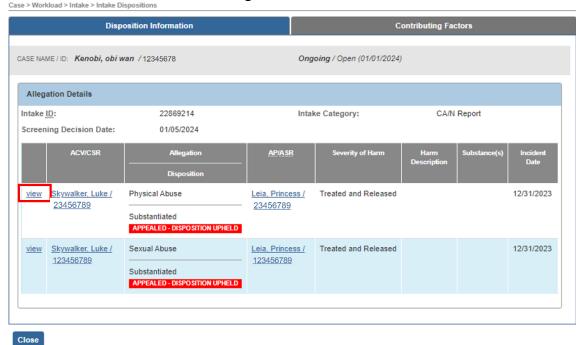
- 1. From the SACWIS **Home** screen, click the **Case** tab.
- 2. Click the Workload tab.
- 3. Click the **Case ID** link of the appropriate case.
- 4. From the Navigation menu, click the **Intake List** link.

The Intake List (Current Case Episode and Historical Case Episode(s)) screen appears, displaying all intakes listed for the case, separated into Current Case Episode and Historical Case Episodes.

1. Click the Disposition hyperlink to view the allegation details grid for the selected intake.



2. Click the View link next to an allegation to view its details.





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The Disposition Details page displays.

#### 1. Click Close.

CASE NAME / ID: Kenobi, obi wan /	12345678	Ongoing / Open (01/01/2024)
Intake Details		
Intake ID:	12345678	
Intake Category:	CA/N Report	
Screening Decision Date:	01/05/2024	
Disposition Date:	02/15/2024	
Alleged Child Victim /Child Subjec	t of Report:	Skywalker, Luke /12345678
Alleged Perpetrator /Adult Subject	t of Report:	Leia, Princess / 12345678
Disposition Details		
Allegation:	Sexual Abuse	
Incident Date:	12/31/2023	
Report Disposition:	Substantiated	
Severity Of Harm:	Treated and Released	
Description of Harm:	Blindness	
Substance(s):		
Updated Disposition Details		
Updated Report Disposition:	Substantiated	
Date Updated Disposition:	02/27/2024	
Updated Severity Of Harm:	Treated and Released	
Updated Description of Harm:	Blindness	
Updated Substance(s):		
Reason for Update:	Appeal	
Appeal Outcome:	Appeal Overruled	
Rationale for Update:	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.	
Close		

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

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