Agency Certification Inquiry Part I and II

Knowledge Base Article

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Overview

This User Guide reviews the process of completing an Agency Certification Inquiry through the Ohio Certification for Agencies and Families (OCAF) site. When the initial Inquiry is completed, the user will be navigated to the OCAF system to submit all required documentation and complete their Inquiry.

Submitting Agency Certification Inquiry

Please use this link to access the site: Submit an Agency Certification Inquiry (this is a temporary placeholder link until the permanent link is provided).

The **Agency Inquiry** page displays.

1. Provide the **Agency Name**.
2. Make a Selection from the **County** dropdown menu.
3. Provide the **Street**, **City** and **Zip Code**.

Note: Ohio will be prepopulated for the **State**. This cannot be modified.

4. Select **Yes** or **No** for, **Are you the Agency Administrator**.

If **Yes** was selected in the previous step see below. If **No** was selected skip to **step #12**.

5. Provide **First** and **Last Name**.
6. Provide **Street**, **City**, **State** and **Zip Code**.
7. Provide a current **Phone Number**.
8. Provide an **Email Address**.
9. Select **Yes** or **No** for, **Is the Administrator currently involved in another certified agency or in the process of certification**.
10. If **Yes** was selected in the previous step, type a **Narrative** for, **Please list all agencies the Administrator is currently involved with**.
11. When form is completed, click **Submit**.

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If **No** was selected in **Step #4** for, **Are you the Agency Administrator,** see below:

12. Make a Selection from the **Agency Job Title** dropdown menu. (Optional)
13. Provide **First** and **Last Name**.
14. Provide a current **Phone Number**.
15. Provide an **Email Address**.
16. When form is completed, click **Submit**.

A Notification will display verifying that the Inquiry has been successfully submitted. The inquirer will also receive an email for further instruction.

Shown below is the email the user will receive upon the inquiry submission.

Sandbox: Successful Inquiry Submission

DN Do Not Reply <donotreply-sf@jfs.ohio.gov>
To

☺ ← Reply ← Reply All → Forward 📑 ···
Thu 11/7/2024 12:41 PM

Hello James Dean,

Thank you for your interest in becoming certified as an agency in the State of Ohio! Your next steps towards becoming certified include:

- The agency administrator's college degree
- Agency administrator's background check
- Attending certificate of completion for certification orientation with dates of completion.

Once you have the above, you will need to create an OHID account for access to Ohio Certification of Agencies and Families (OCAF).Please use the link below to download the JFS 7078 form for OCAF system access.

OCAF Access form: New Agency Information

After completing the form in its entirety, **sign in ink** at the bottom for both the person needing access and their supervisor. If completing for the Agency Administrator for the first time, the administrator will sign both places. Then scan the downloaded pdf form and email it to the access mailbox.

*The JFS 7078 contained in the New Agency Information link will have the necessary Business Role prefilled, please do not alter to ensure proper access provisioning.

Upon validation by an analyst, a username and password will be sent to access the OCAF system.

Please use New Agency Information link for login instructions and how to request additional users for your agency. If you have any questions once you obtain your OHID, please contact a Live Agent through the Customer Care Center.

*Once your account has been created, please remember to log into OCAF at least once every 60 days in order for your account to remain active.

Thank you,

The Ohio Department of Children and Youth Team

Follow the instructions listed in the email to gain access to the Ohio Certification of Agencies and Families (OCAF) system. Once access is granted, continue with this user guide for further instruction.

Navigating the OCAF Login

Once access is granted to the OCAF system, the user will receive an email with a **Link** and **Username** to verify their account. Follow the instructions in the email. See below for an example.
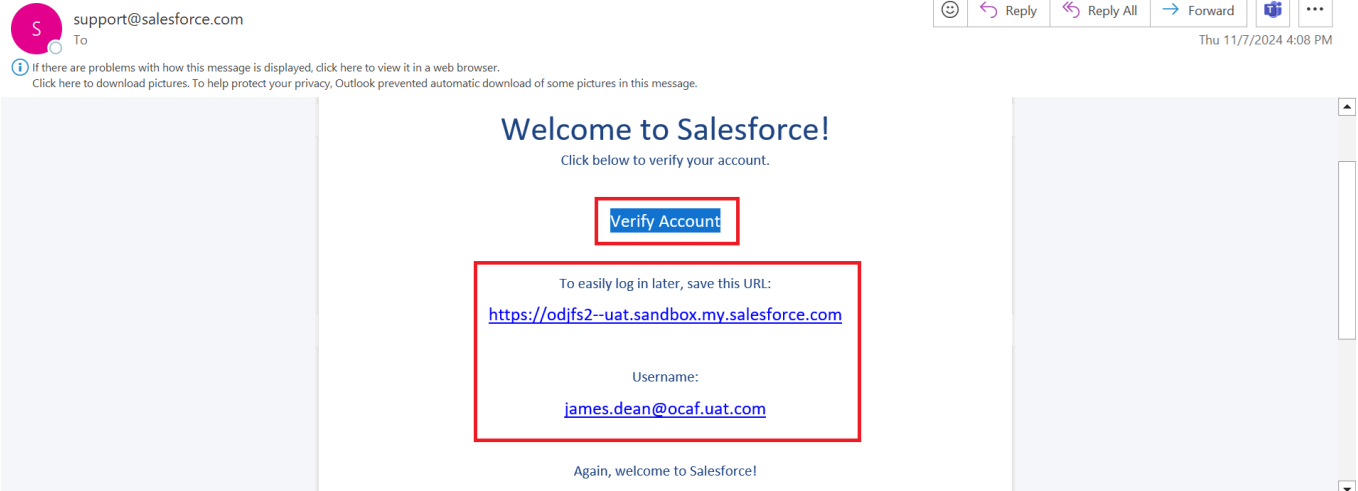
1. Save the **Username** provided.
2. Click the **Verify Account** button.

The user will be navigated to a browser window and prompted to change the **Password** for their newly created OCAF account. See below:

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3. Create **New Password**.
4. **Confirm New Password**.
5. Make a Selection from the **Security Question**.
6. Provide an **Answer** for the Security Question.
7. Click the **Change Password** button.

A browser window will open to the **OCAF Home** screen. Here the user can see their **Inquiry ID**, **Inquiry Status** and submit the **Documents** needed to move forward with the Agency Certification process.

Submitting Documents in OCAF

1. From the OCAF Home screen, click the **Continue Your Inquiry** button.

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The OCAF Agency Certification Upload Documents screen appears.

1. Select the **Dates for BCI Background Check Results Completed**. (Required)
2. Select the **Dates for BCI Background Check Results Received**. (Required)
3. Upload **Proof of the BCI Background Check** by clicking the **Upload Files** button. (Required)

Note: A Popup Box will display to verify the document you are uploading. Click **Done** to complete upload.

4. Select the **Dates for FBI Background Check Results Completed**. (Required)
5. Select the **Dates for FBI Background Check Results Received**. (Required)
6. Upload **Proof of FBI Background Check** by clicking the **Upload Files** button. (Required)
7. Make a Selection for the dropdown menu for Type of Degree. (Required)
8. Provide **Field of Degree**. (Optional)
9. Upload **Proof of Degree** by clicking the **Upload Files** button. (Required)
10. Select the **Date of Complete Orientation**. (Optional)
11. Upload **Proof of Orientation Certificate** by clicking the **Upload Files** button. (Optional)

Upload Documents

Please complete the following information.

Required Documents Uploads

* Dates BCI Background Check Results Complet...	* Dates BCI Background Check Results Received	* Upload Proof of BCI Background Check
📅	📅	⬆ Upload Files Or drop files

* Dates FBI Background Check Results Complet...	* Dates FBI Background Check Results Received	* Upload Proof of FBI Background Check
📅	📅	⬆ Upload Files Or drop files

* Type of Degree	Field of Degree	* Upload Proof of Degree
▼		⬆ Upload Files Or drop files

Additional Documents Uploads

Date of Complete Orientation	Upload Proof of Orientation Certificate
📅	⬆ Upload Files Or drop files

12. The **Agency Administrator Information** will be pre-filled with the information you provided on the initial Inquiry form.

Note: The fields within the **Agency Administrator Information** section are editable. Any corrections to the information provided on the **initial Inquiry** should be made here.

Agency Administrator Information

Preferred Prefix	* First Name	* Last Name	
▼	James	Dean	
* Street	* City	* State	* Zip Code
123 Happy St	Happy	Ohio ▼	12345
* Phone Number		* Email Address	
(123) 456-1122		James.Dean @childrenandyouth.ohio.gov	

* Is the Administrator currently involved in another certified agency or in the process of certification?
◯ Yes ⦿ No

13. Select all that apply for, **Proposed Purpose of the Agency**. (Required)
14. Make a selection from the **Proposed Custody Arrangement** dropdown menu. (Required)
15. Select all that apply for**, Anticipated Sources from Which Children will be Referred**. (Required)

Note: If **Other** is checked for the above question, a **Narrative Box** displays prompting the user to provide a **Narration**.

16. When all required fields are completed, click the **Submit** button.

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A message will display verifying the **Request has been Submitted**.
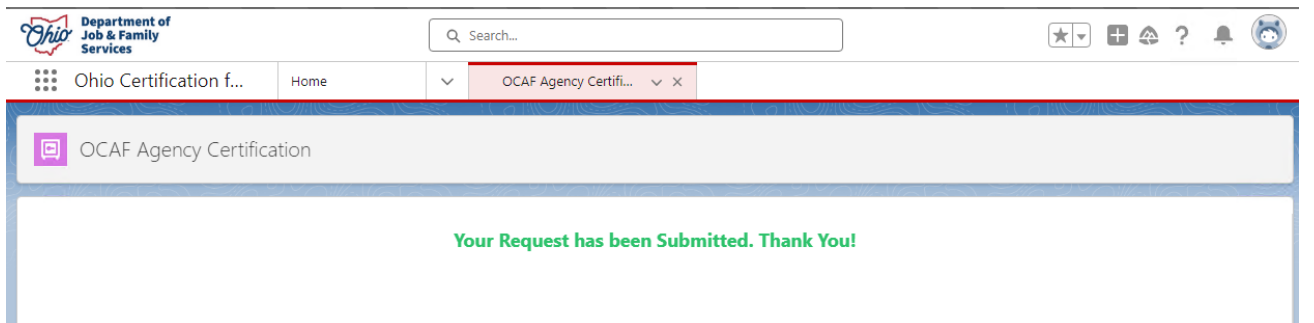
17. Click the **Home** tab.
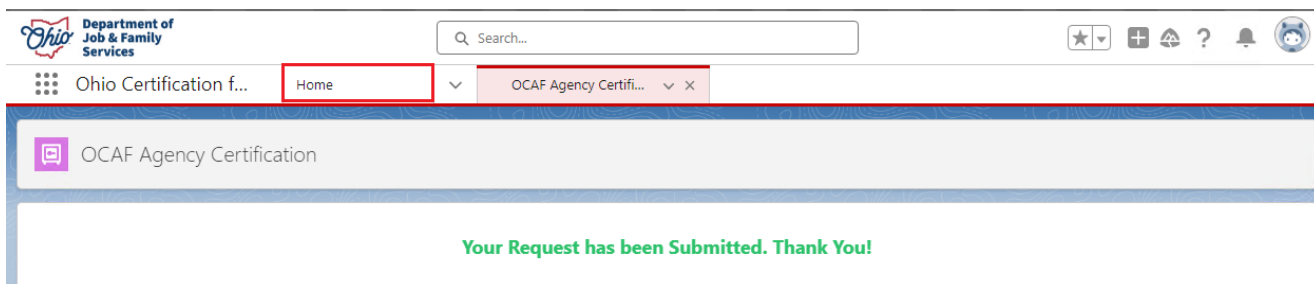
The **OCAF Home** screen displays. Here you can see the Inquiry now shows, **Submitted**.

The completed Inquiry has been sent to the Agency Licensing Specialist Supervisor.

If you need additional information or assistance, please contact the JFS DCY Customer Care Center at https://odjfs2.my.site.com/CustomerCareCenter .