

# **Knowledge Base Article**

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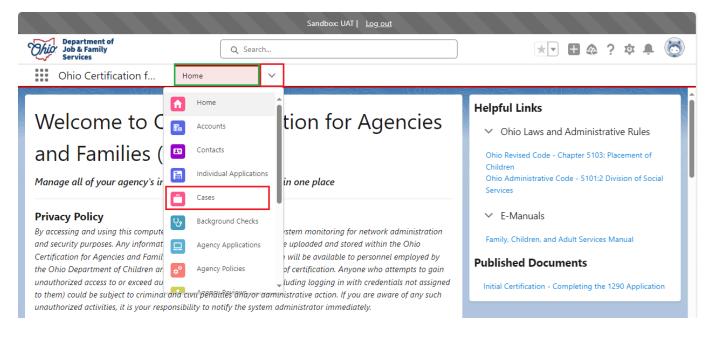
#### **Overview**

This User Guide reviews the process of a Supervisor assigning an Agency Certification Inquiry to a Licensing Specialist, reviewing the inquiry as a Licensing Specialist, and approving and/or rejecting the inquiry within the Ohio Certification for Agencies and Families (OCAF) system.

#### **Navigating to Agency Inquiries - Supervisors**

Once an Agency Certification Inquiry has been submitted, a Licensing Supervisor will assign a Licensing Specialist to the inquiry for review.

From the Licensing Supervisors OCAF Home screen:



1. Select **Cases** from the dropdown.

2. Select OCAF Licensing Supervisor Queue from the dropdown menu.

**Note:** The Licensing Supervisor may select All New Agency Inquiries and see all the **Submitted** and **Assigned** Inquiries. The **OCAF Licensing Supervisor Queue** will only display the inquiries that need to be assigned to a Licensing Specialist.



	Cases OCAF Licensing Supervisor Queue 👻 🖈
4 items	Q Search lists
	RECENT LIST VIEWS
1	All My Agency's Inquiries
2	All New Agency Inquiries (Pinned list)
3	My Open Agency Inquiries
4	✓ OCAF Licensing Supervisor Queue
	Recently Viewed
	ALL OTHER LISTS
	All APS Policy Cases
	All Close Cases
	All Open Cases (do not filter this list)
	CS Training & Development
	Data Analutics queue

## **Assigning a Licensing Specialist**

- 3. Locate the appropriate **inquiry** that needs **Assigned**.
- 4. Checkmark the appropriate inquiry.
- 5. Click the **Blue Arrow** dropdown button.
- 6. Select Assign Inquiry Owner.

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An Assign Inquiry Owner box appears.

7. Select the Licensing Specialist for your Agency.



8. Click Save.

Assign Inquiry Owner	
Case Owner Lisa Licensing Specialist To remove the selected record, press Backspace or Del.	×
Cancel	Save

**Note:** The user may need to change from Search Queues to Search Users by clicking the grey arrow in order to search for the Licensing Specialist. See below:

Assign Inquiry Owner	
Case Owner	Q
	Cancel Save

	Assign Inquiry Owner		
Case Owner	)ueues		0
Queues			
		Cancel	Save

Once a Licensing Specialist has been Saved, a message will display verifying the Owner Change.





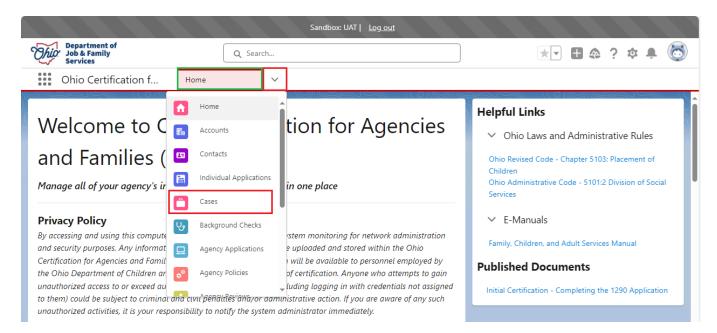
**Note:** The Supervisor can also **Assign Inquiry Owner** from the **Case Details** screen. See below:

	Ohio Certification f	Cases	$\sim$	📋 01187126   Case	~ ×			
	Case 01187126						Assign Owner Change S	tatus
	Account Name Status Happy Agency Submitte	Case Record Ty OCAF Agency		Certification Inquiry	Case Owner	ensing Speci	alist 🖍	
	Details Case History						Emails (1)	•
•	✓ Case Information						Successful Inquiry Submission From Address: donotreply-sf@jfs.ohio.gov	▼
	Account Name Happy Agency		Contac John S				To Address: Message Da 11/13/2024 9:49 AM	
			Unread			1	View All	

#### **Navigating to Open Agency Inquiries - Licensing Specialist**

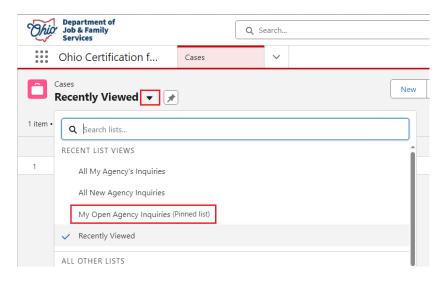
From the Licensing Specialist OCAF Home screen:

1. Select **Cases** from the dropdown.





2. Select My Open Inquiries from the dropdown menu.



The **My Open Agency Inquiries** screen appears. The Inquires listed here are assigned to you.

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2 items		ncy Inquiries 💌		e • Updated a minu	(	New	Printable View	Close Case	Edit Case	Change Case Owner	<ul><li>▼</li></ul>
	Case ↑ ∨	Account Name 🗸 🗸	Status 🗸	Contact 🗸	Email Address	√ U	Submission I	Date 🗸 Owne	er Name 🗸 🗸	Last Modified 🗸	
1	011868	Together We Ar	Assign			<b>*</b>	10/8/2024 7:	13 Lisa Li	icensing S	11/12/2024 3:5	•
2	011870	Happy Homes	Assign	James De	Testing @child	<b>v</b>	11/12/2024 1	1: Lisa Li	icensing S	11/12/2024 3:5	•

## **Licensing Specialist Inquiry Review**

From the My Open Agency Inquiries screen:

1. Click the appropriate Case Number.

* * * * * * * * *	Ohio Certificati	on f Cases		~								
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2 items	• Sorted by Case Number			pe • Updated 4 min	utes ago		Q s	earch this list		\$ •		T
	□ Case ↑ ∨	Account Name 🗸	Status 🗸	Contact 🗸	Email Address	$\sim$	U ∨	Submission	n D 🗸 🕻	Owner Name	✓ Last Modified ∨	
1	011868	Together We A	Assign				<b>~</b>	10/8/2024 7	7:13 L	isa Licensing	11/12/2024 3:5	•
2	011870	Happy Homes	Assign	James De	lisa.oliver@chi		<b>v</b>	11/12/2024	11: L	isa Licensing	11/12/2024 3:5	



The **Case Details** screen appears defaulting to the **Details** tab.

Department of Job & Family Services	Q Search	** = * ? * + 💿
Ohio Certification f Cases	✓ 💼 01187053   Case ∨ X	
My Open Agency I      Im      C <sup>d</sup>	Case 01187053	Assign Owner Change Status
Q. Search this list	Account Name Status Case Record Type Happy Homes Assigned OCAF Agency Initi	case Owner ial Certification Inquiry
Case Number 1 0		
01186802 Together We Are Strong Assigned	Details Case History	Emails (1)
O1187053 Happy Homes Assigned James Dean	✓ Case Information	Successful Inquiry Submission  From Addre donotreply-sf@jfs.ohio.gov
		ist Name To Address: Message D 11/7/2024 12:41 PM
	Unrea V	View All
	✓ Agency Information - Ohio Business Address	

# Note: The *lcon* indicates those fields are **Editable**.

Agency Name	County
Happy Homes	Athens
Agency Address	
123 Happy St	
Happy, Ohio 12345	
United States	
$\checkmark$ Agency Administrator Information	
Administrator Preferred Prefix	Phone Number (123) 456-1122
First Name	Email Address
James	
Last Name	
Dean	



123 Happy St   Happy, Dhio 12345   Uniced States   Involved in another certified agency ? •   •   Intel of all agencies Admin involved with <b>&gt; Agency Job Title</b> Phone Number   First Name   Enail Address   Issee of the agency   I value of the agency   Proposed purpose of the agency   I vould like to participate in Placement in Adoption   Proposed purpose of the agency   I vould like to participate in Placement in Adoption   Proposed purpose of the agency   I vould like to participate in Placement in Adoption   Proposed purpose of the agency   I vould like my agency to be licensed to take custody of children   Antipate address   Proposed purpose of the agency   I vould like my agency to be licensed to take custody of children   Attributed States   V Agency Veltails   Proposed purpose of the agency   I vould like my agency to be licensed to take custody of children   Attributed States   I vould like my agency to be licensed to take custody of children   Attributed States   I vould like my agency will contract with county children services agencies who need to place children in care/My agency will work directly with private families and parents who need to place children in care/My agency will work directly with private families and parents who need to place thildren in care for adoptico/Piter (Explanation for selecting Other   Etat   V Additional Information   Submission Date   1/1/12/2024 11151 AM   Inquiry Reject	Happy, Ohio 12345	
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Anticipated sources of child referral  My agency will contract with county children services agencies who need to place children in care;My agency will work directly with private families and parents who need to place their children in care or for adoption;Other (Explain) Explanation for selecting Other Test  Additional Information  Submission Date 11/12/2024 11:51 AM Most Recent Submission Date 11/12/2024 11:51 AM Inquiry Accepted Date Inquiry Accepted By Inquiry Accepted By		nent in Adoption
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Test  Additional Information  Submission Date 11/12/2024 11:51 AM  Most Recent Submission Date 11/12/2024 11:51 AM  Inquiry Accepted Date Inquiry Accepted By Inquiry Accepted By	Proposed custody arrangement I would like my agency to be licensed to take cu Anticipated sources of child referral My agency will contract with county children se agency will work directly with private families and	ustody of children ervices agencies who need to place children in care;My
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Created By	Last Modified By
S OCAF Agency Certification Portal Site Guest	🛃 Lisa Licensing Supervisor , 11/12/2024 3:54
User	PM
, 11/7/2024 12:41 PM	

You can **Edit** any fields marked with **Edit Icon** on this page at any time.

2. To view case history, click the **Case History** tab.

Case 0118705	3			Assign Owner Change S	itatus
Account Name <u>Happy Homes</u>	Status Assigned	Case Record Type OCAF Agency Initial Certification Inquiry	Case Owner	Specialist 🔊	
Details	Case History			Emails (1)	•
✓ Case Inform	ation			Successful Inquiry Submission From Addre donotreply-sf@jfs.ohio.gov	•
Account Name		Contact Name		To Address: Message D 11/7/2024 12:41 PM	
Happy Homes		James Dean			_
		Unread	1	View All	

#### The **Case History** screen appears.

O1187053					Assign Owner Change Statu
ccount Name Iappy Homes	Status Assigned	Case Record Type OCAF Agency Initial (	Certification Inquiry	Case Owner	) Specialist 🔊
Details Cas	e History				Emails (1)
Case Histor	ry (6+)				Successful Inquiry Submission
Date	Field	User	Original Value	New Value	From Addre donotreply-sf@jfs.ohio.gov To Address:
	Field Case Owner	User Lisa Licensing Sup	Original Value	New Value	
<b>Date</b> 11/12/2024 3:54 PM 11/12/2024 3:54 PM			-		To Address:
11/12/2024 3:54 PM	Case Owner	Lisa Licensing Sup	Lisa Licensing Sup	Lisa Licensing Spec	To Address: Message Da 11/7/2024 12:41 PM
11/12/2024 3:54 PM 11/12/2024 3:54 PM	Case Owner Case Owner	Lisa Licensing Sup	Lisa Licensing Sup Lisa Licensing Spec	Lisa Licensing Spec Lisa Licensing Sup	To Address: Message Da 11/7/2024 12:41 PM
11/12/2024 3:54 PM 11/12/2024 3:54 PM 11/12/2024 3:52 PM	Case Owner Case Owner Case Owner	Lisa Licensing Sup Lisa Licensing Sup Lisa Licensing Sup	Lisa Licensing Spec Lisa Licensing Spec	Lisa Licensing Spec Lisa Licensing Sup Lisa Licensing Spec	To Address: Message Da 11/7/2024 12:41 PM
11/12/2024 3:54 PM 11/12/2024 3:54 PM 11/12/2024 3:52 PM 11/12/2024 3:02 PM	Case Owner Case Owner Case Owner Case Owner	Lisa Licensing Sup Lisa Licensing Sup Lisa Licensing Sup Lisa Licensing Sup	Lisa Licensing Sup Lisa Licensing Spec Lisa Licensing Sup Lisa Licensing Spec	Lisa Licensing Spec Lisa Licensing Sup Lisa Licensing Spec Lisa Licensing Sup	To Address: Message Da 11/7/2024 12:41 PM



When done reviewing the **Case Details** and **Case History** tabs, click the **Case** tab at the top of the page. You will be navigated back to the **My Open Agency Inquiries** screen.

Department of Job & Family Services	Q Search	* 🖬 🚓 ? 🌣 🐥 🐻
Ohio Certification f Cases	✓ 💼 01187053   Case ✓ X	
My Open Agency I      Imer I	Case 01187053	Assign Owner Change Status
Q Search this list	Account Name Status Case Record Type <u>Happy Homes</u> Assigned OCAF Agency Initial Certification Inquiry	Case Owner
Case Number ↑       01186802       Assigned	Details Case History	Emails (1)

3. Click on the **Contact Name** for the appropriate inquiry.

Ohio	Department of Job & Family Services		* • •	🊓 ? 🌣 🖡	6					
* * * * * * * * *	Ohio Certificati	on f Cas	es	<ul> <li>↓</li> <li>Ê</li> </ul>	01187053   Case	~ ×				
Cases My Open Agency Inquiries 2 items • Sorted by Case Number • Filtered by My cases - Case Record Type • Updated 27 minutes ago Q Search this list Q Search this list Q Search this list										
2 1101110	Case ↑ ∨	Account Name	-	Contact		U v	Submission $\lor$	Owner Name V	Last Modifie V	
1	011868	Together We	Assign				10/8/2024 7:1	Lisa Licensing	11/12/2024 3:	
2	011870	Happy Homes	Assign	James De	lisa.oliver@ch		11/12/2024 1	Lisa Licensing	11/12/2024 3:	•

#### The **Contact Details** screen displays, defaulting to the **Details** tab.

Contact James	Dean		(A) New Event
Agency Job Title Administrator	Phone (123) 456-1122	County	
Details	Background Checks	Other Documents	Personnel History
∨ Personal	Information		
Name James Dean		/	Mailing Address 123 Happy St
Phone (123) 456-112	22	/	Happy, Ohio 12345 United States
Email		/	
			· · · · · · · · ·



4. Click the **Background Checks** tab.

Contact James	Dean			New Event
Agency Job Title Administrator	Phone (123) 456-1122	County		
Details	Background Checks	Other Documents	Personnel History	
∨ Personal	Information			

The **Background Checks** screen appears.

	Contact A New Event									
Agency Jo Adminis		County								
y	Details       Background Checks       Other Documents       Personnel History         Image: Background Checks (2)       Image: Cthecks       Image: Cthecks         2 items • Sorted by Created Date • Updated a few seconds ago       Cthecks       Cthecks									
	Background Check Number	✓ Criminal Record Ch	eck Type 🛛 🗸	Date of Background Check	✓ Status	~				
1	BGC-0127	BCI Only		11/1/2024	Pending	•				
2	BGC-0128	FBI Only		11/1/2024	Pending	•				
	View All									

5. To view the Background Checks, click the blue hyperlink under **Background Check Number**.

	Contact James Dean New Task Edit Version Edi										
Agency J Adminis		County									
<b>U</b>	Details       Background Checks       Other Documents       Personnel History         Image: Background Checks (2)       Image: Cell       Image: Cell         2 items • Sorted by Created Date • Updated a few seconds ago       Image: Cell       Image: Cell										
	Background Check Number	✓ Criminal Record Ch	eck Type 🛛 🗸	Date of Background Check	~	Status	~				
1	BGC-0127	BCI Only		11/1/2024		Pending					
2	BGC-0128	FBI Only		11/1/2024		Pending					
	View All										

The **Background Check Details** screen appears. This tab displays the information entered by the agency, such as: **Criminal Record Check Type**, **Date of Background Check**, **Receipt** and **Personnel Name**. All these fields with the **Edit Icon** next to them are **Editable**.

Ohio Certificatio	n f Cases	`	∽ 💼 01187053   Case	~ ×	🖽 James Dear	Contact ∨ ×	
🖪 James Dean   Co	ပ္မ BGC-012 ∨ ×						
Background Check BGC-0127							Edit Printable View
<b>Details</b> Backg	round Check History					Files cannot be Background C	e added to an existing heck
Background Chee     Criminal Record Check Typ		Sta	atus			<b>Files (1)</b>	
BCI Only Date of Background Check	:		ending on-Compliant Reason			BCI Backgro Nov 12, 2024	und Check I • 13KB • docx
11/1/2024 Receipt Date		Cor	omments				View All
11/1/2024 Review Date		Rou	uted for Review Reason				
Background Check Numbe BGC-0127	:r		udy Number		1		

Here is where the **Licensing Specialist** and/or **Supervisor** will review the **Received Background Check**. See Below:



* * * *	Ohio Certification f	Cases	~	💼 01187053   Case	~ ×	🖽 James Dear	n Contact ∨ X
E3	James Dean   Co 99 BGC-012	2 ~ ×					
	Background Check BGC-0127						Edit Printable View
	Details Background Che	ck History					Files cannot be added to an existing Background Check
	$\checkmark$ Background Check Details						
Þ	Criminal Record Check Type BCI Only	1	<sub>Status</sub> Pendir	ng		1	Files (1)      BCl Background Check
	Date of Background Check 11/1/2024		Non-Co	ompliant Reason		/	Nov 12, 2024 • 13KB • docx
	Receipt Date		Comme	ents			View All

6. Once done reviewing, click the **Edit** button.

0 0 0 0 0 0	Ohio Certification f	Cases	$\sim$	🗎 01187053   Case	~ ×	🖽 James Dean	Contact 🗸 🗙		
53	James Dean   Co 😲 BGC-01	2 ~ ×							
	Edit Printable View								
	Details Background Ch	eck History					Files cannot be Background C	e added to an ex heck	isting
	✓ Background Check Details								
•	Criminal Record Check Type		Status				Files (1)		•

An Edit box appears allowing the user to **Edit** the status of the Background Check.

- 7. Make a selection from the **Status** dropdown menu.
- 8. Select a **Review Date**.
- 9. Click Save.



	Edit BGC-0127								
			* = Required Information						
Background Check Details									
* Criminal Record Check Type BCI Only Date of Background Check 11/1/2024 Receipt Date 11/1/2024	•	* Status Compliant Non-Compliant Reason None Comments	\$ ▼						
Review Date 11/13/2024 Background Check Number BGC-0127		Routed for Review ReasonNone Study Number	▼						
	Cancel	Save							

**Note:** If the Background Check is **Non-Compliant** or needs corrected, please refer to this User Guide for further instruction: <u>Licensing Specialist Access to Background</u> <u>Checks OCAF</u>.

A message will display verifying the Background Check has been saved.



The Status now shows as Compliant on the Background Check screen.



Details	Background Check History		
∨ Backgro	ound Check Details		
Criminal Reco BCI Only	rd Check Type	Status Compliant	
Date of Backg 11/1/2024	round Check	Non-Compliant Reason	
Receipt Date 11/1/2024		Comments	
Review Date 11/13/2024		Routed for Review Reason	
Background C BGC-0127	Check Number	Study Number	

The **Status** also shows Complaint on the **Contact Details** screen, **Background Check** tab.

	ames Dean					New Event	New Task Edit 💌
Agency Job Administr		County					
Details	Background Checks	Other Documents	Personne	el History			
_	Background Checks (2)  • Sorted by Created Date • Updated 2 m	inutes ago					\$\$ * C
	Background Check Number	✓ Criminal Record Chec	ck Type 🗸 🗸	Date of Background Check	$\sim$	Status	~
1	BGC-0127	BCI Only		11/1/2024		Compliant	•
2	BGC-0128	FBI Only		11/1/2024		Pending	•
			Viev				

10. When finished reviewing all Background Checks, from the **Contact Details** screen, click the **Other Documents** tab.



Ohio Certificat	ion f Case	es 🗸	💼 01187053   Case	~ X 🖪	James Dean   Contact 🛛 🗸 🗙					
🔄 James Dean   C	U вGC-0127	~ X								
Contact James Dean					٩ (***	New Task Edit 💌				
Agency Job Title Administrator	Phone (123) 456-1122	County								
Details Back	ground Checks	Other Docume	ents Personne	el History						
_	Background Checks (2)       C <sup>+</sup> 2 items • Sorted by Created Date • Updated 9 minutes ago									
Background (	Check Number	✓ Criminal Record	rd Check Type 🛛 🗸	Date of Backgrour	nd Check 🗸 Stat	us 🗸				
1 <u>BGC-0127</u>		BCI Only		11/1/2024	Com	pliant 💌				
2 <u>BGC-0128</u>		FBI Only		11/1/2024	Con	npliant				
			Viev	v All						

The Other Documents screen appears, displaying any other Personnel Documents.

Ohio Certificati	on f Cases		✓	37053   Case	~ ×	🖽 James Dear	n∣Contact ∨ ×			
🖪 James Dean   C	Ug BGC-0127 ∨	×								
Contact James Dean			- ) <i>! ! ( = )</i>				A Ne	ew Event	New Task	Edit 💌
	Phone (123) 456-1122	County								
Details Backg	round Checks	Other Docu	iments	Personnel Hist	ory					
2 items • Updated a few									<b>\$</b>	C
Documer	nt Id	√ Doct	ument Type			$\sim$	Receipt Date	∽ Sta	tus	~
1 <u>DOCID-00</u>	00000067	Proo	f of Degree				11/12/2024	Pen	ding	
2 DOCID-00	00000068	Proo	f of Orientation	Certificate			11/12/2024	Pen	ding	
				View All						• •

11. Click on the **Document ID** to review the document.

The **Document Details** screen appears, defaulted to the Details Tab. All the fields with the **Edit Icon** next to them are **Editable**.



Ohio Certification f Cases	✓	an   Contact 🗸 🗙
편 James Dean   Co 년 BGC-0127 🗸 🗙	🖻 DOCID-0 🗸 🗙	
Personnel Document DOCID-0000000067		Edit Change Record Type Printable View
Document Type Record Type Proof of Degree Proof of Degree Docun	Receipt Date nent 11/12/2024	
Details Document History		Files (1)
✓ Information		BA Degree Nov 12, 2024 • 13KB • docx
Contact	Account	View All
James Dean	Happy Homes	
Document Type Proof of Degree	Receipt Date 11/12/2024	
Review Date	Status Pending	
Comments	1	

Here is where the Licensing Specialist and/or Supervisor will review the Received Personnel Document. See Below:

Ohio Certification f	ses 🗸 🗸	💼 01187053   Ca	ise v X	📧 James Dean   Contact	~ ×	
🖪 James Dean   Co 🤤 BGC-0127	× × ∎ DOCID-0.	~ ×				
Personnel Document DOCID-0000000067				Edit	Change Record Type	Printable View
Document Type Record Type Proof of Degree Proof of Degree		eceipt Date 1/12/2024				
Details Document History				E Fi	iles (1)	V
✓ Information					A Degree lov 12, 2024 • 13KB • docx	
Contact James Dean	Accoun Happy	it / Homes			View All	

12. Once done reviewing, click the **Edit** button.



***	Obio Cortificati	ion f	Cases		$\sim$	011870	53   Case	~ ×	🖽 James Dear	n   Contact	~ ×		
	James Dean   Co	မ္ BGC-012	27 v x	E DO	CID-0	~ ×							
	Personnel Document DOCID-000000067									Edit	Chan	ge Record Type	Printable View
	Document Type Record Type Receipt Date Proof of Degree Proof of Degree Document 11/12/2024												
[	<b>Details</b> Docu	ument Histo	ory							C) F	iles (1)		•
·	$\checkmark$ Information										A Degree lov 12, 202	24 • 13KB • doc	x
	Contact				Account	t						View All	

An Edit box appears allowing the user to **Edit** the Status of the document.

- 13. Select a **Review Date**.
- 14. Select **Approved** from the **Status** dropdown menu.
- 15. Add **Comments** if needed.
- 16. Click the **Save** button.

ič	Edit DOCID-000000067	
	*	= Required Information
<sup>t</sup> Information		
Contact James Dean Document Type	Account Happy Homes Receipt Date	
Proof of Degree	11/12/2024	
C Review Date 11/13/2024	* Status     Approved	<del>ک</del>
Comments		
	Cancel Save	

A message will display verifying the document has been Saved. The Status on the Details screen is now updated to **Approved**.



0 0 0 0 0 0 0 0 0	Ohio Certificat	ion f	Cases		$\sim$	<b>011870</b>	153   Case	~ ×	🖽 James De	ean   Contact 🗸 🗙	
st 🖬	ames Dean   Co	<mark>ပ္ B</mark> GC-01	27 v x	🖪 D(	OCID-0	~ ×					
E	Personnel Docum DOCID-0000						sill (			Edit Change Record Type	Printable View
	cument Type oof of Degree	Record Type Proof of E	e Degree Docume	ent		ceipt Date /12/2024					
	Details Docu	ument Histo	ory							<b>Files (1)</b>	
	✓ Information									BA Degree Nov 12, 2024 • 13KB • docx	
	Contact				Account	t				View All	
	James Dean				Нарру	Homes					
	Document Type Proof of Degree				Receipt 11/12/						
	Review Date 11/13/2024			ø	Status Approv	ved			1		
	Comments										

#### **Changing the Inquiry Status**

Once the inquiry has been reviewed and all documents received and approved, the **Status** of the inquiry can now be changed.

From the **Case Details** screen:

1. Click the **Change Status** button.

Ohio Certification f	Cases 🗸	🛑 01187053   Case	~ X 🗉	James Dean   Con	tact 🗸 X		~~~
Case 01187053						Assign Owner Chang	e Status
Account Name Status <u>Happy Homes</u> Assigned	Case Record Type OCAF Agency Initial (	Certification Inquiry	Case Owner Lisa Licensi	ng Specialist 🖍			
Details Case History					Emails	(1)	•
✓ Case Information				Fre		uiry Submission donotreply-sf@jfs.ohio.gov	
Account Name Happy Homes		ct Name <u>s Dean</u> d		M	essage Da	11/7/2024 12:41 PM View All	

A Change Status box appears.



Note: The current Status will prepopulate within the Status field.

	Change Status	Assign Own
	* Status	
a:	Assigned Reason for Reject	•
at		10
L		
	Cancel	Save

2. Select **Accepted** from the **Status** dropdown menu.

**Note:** Other options in the Status dropdown menu include, Rejected. Closed, Duplicate/Submitted in Error, etc. If **Rejected** is selected, a **Narrative** is required.

3. Click the **Save** button.

	Change Status	
* Status Accepted		•
Reason for Reject		
		Cancel

The Case Details screen displays. The Status now shows Accepted. See below:



Ohio Certification f	Cases	✓ 💼 01187053   Case	V X 🖪 James D	ean   Contact 🗸 🗸	💼 01186802   Case 🗸 🗙
Case 01186802					Assign Owner Change Status
		Record Type F Agency Initial Certification I	Case Owner nquiry <u>Lisa Licen</u>	r sing Specialist 🖍	
Details Case History				Emails (1	)
Case Information				Successful Inquir	ry Submission

From the **My Open Agency Inquiries** screen, the Status has been updated to **Accepted**. See below:

Ohio	Department of Job & Family Services		Q Search					*-	🚓 ? 🌣 单 🐻
	Ohio Certificati	on f Cases		✓	37053   Case	× 8	James Dean   Contact	~ X	
Cases My Open Agency Inquiries 2 items • Sorted by Case Number • Filtered by My cases - Case Record Type • Updated 4 minutes ago New Printable View Close Case Edit Case Change Case Owner Q Search this list Q Search this list Q Search this list									
	□ Case ↑ ∨	Account Name 🗸	Status 🗸	Contact 🗸	Email Address 🗸 🗸	U ~	Submission D $\lor$	Owner Name 🗸 🗸	Last Modified $\lor$
1	011868	Together We A	Assigned	James De		<b>~</b>	10/8/2024 7:1	Lisa Licensing	11/13/2024 12
2	011870	Happy Homes	Accepted	James De	lisa.oliver@chi	~	11/12/2024 11	Lisa Licensing	11/12/2024 3:

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

