

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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	-	Case N ↑ ∨	Contact Name	\sim	Subject \lor	Status	\sim	Priority	\sim	Date/Time Open	ied \checkmark	Case Own	ner Alias	sign inquiry ow	
1		01186993	Admin OCAF Test Agency	y 23		Submitted		Medium		10/28/2024 9:37	AM	OCAF Lice	ensing Superviso	r Queue	•
2		01186994	Admin OCAF Test Agency	y 24		Submitted		Medium		10/28/2024 9:37	AM	OCAF Lice	ensing Superviso	r Queue	-
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4	 Image: A start of the start of	01187125	James Smith			Submitted		Medium		11/13/2024 9:46	AM	OCAF Lice	ensing Superviso	r Queue	•

An Assign Inquiry Owner box appears.

7. Select the Licensing Specialist for your Agency.



8. Click Save.

	Assign Inquiry Ov	Wner
Case Owner Lisa Licent To remove the se	sing Specialist elected 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 Search Queues	Q
	Cancel Save

Assign Inquiry Owner	
Case Owner Users Queues Queues	Q
	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 🗸 🖨 01187126 Case	~ ×	
Case 01187126			Assign Owner Change Status
Account Name Status <u>Happy Agency</u> Submitted	Case Record Type OCAF Agency Initial Certification Inquiry	Case Owner	ist £
Details Case History			Emails (1)
✓ Case Information			Successful Inquiry Submission
Account Name Happy Agency	Contact Name John Smith		To Address: lisa.oliver@childrenandyouth.ohio.gov 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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Ohio Ce	rtification f Cases		~								
Cases My Ope 2 items • Sorted by C	n Agency Inquiries	Case Record Type	e • Updated a minu	te ago	New	Prir	ntable View Search this list.	Close Case	Edit Case	Change Case Owner	
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1 🗌 0118	58 Together We Ar	Assign			~		10/8/2024 7:13	Lisa	Licensing S	11/12/2024 3:5	•
2 0118	70 Happy Homes	Assign	James De	Testing @child	v		11/12/2024 11	Lisa	Licensing S	11/12/2024 3:5	

Licensing Specialist Inquiry Review

From the My Open Agency Inquiries screen:

1. Click the appropriate Case Number.

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	□ Case ↑ ∨	Account Nar	ne 🗸	Status 🗸	Conta	ct `	✓ Email Ac	dress 🔨	v U	√ Submissio	n D 🗸	Owner Name	✓ Last Modified ✓	
1	011868	Together We	A	Assign					~	10/8/2024	7:13	Lisa Licensing	11/12/2024 3:5	•
2	011870	Happy Home	S	Assign	James	De	lisa.oliver	@chi	~	11/12/2024	4 11:	Lisa Licensing	11/12/2024 3:5	-



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

Department of Job & Family Services	Q Search	* 🖬 🐟 ? 🌣 🐥 🐻
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Q Search this list	Account Name Status Case Record Type Happy Homes Assigned OCAF Agency Initial Certification Inquiry	Case Owner
Case Number 1		
01186802 Together We Are Strong Assigned	Details Case History	💌 Emails (1) 🔍
O1187053 Happy Homes Assigned James Dean	✓ Case Information	Successful Inquiry Submission
	Account Name Contact Name	Message D 11/7/2024 12:41 PM
	Zalites Zear Unread	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	
 Agency Administrator Information 	
Administrator Preferred Prefix	Phone Number
	(123) 456-1122
First Name	Email Address
James	lisa.oliver@childrenandyouth.ohio.gov
Last Name	
Dean	



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Inquiry Accepted Date Reason for Reject	Proposed custody arrangement I would like my agency to be licensed to take of Anticipated sources of child referral My agency will contract with county children se agency will work directly with private families ar for adoption;Other (Explain) Explanation for selecting Other Test V Additional Information Submission Date 11/12/2024 11:51 AM Most Recent Submission Date	ent in Adoption ustody of children ervices agencies who need to place children in care;My nd parents who need to place their children in care or inquiry Rejected By Inquiry Rejected Date
Inquiry Accepted By	Proposed custody arrangement I would like my agency to be licensed to take of Anticipated sources of child referral My agency will contract with county children se agency will work directly with private families at 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 Rejected Date
Inquiry Accepted By	Proposed custody arrangement I would like my agency to be licensed to take of Anticipated sources of child referral My agency will contract with county children se agency will work directly with private families ar for adoption;Other (Explain) Explanation for selecting Other Test V Additional Information Submission Date 11/12/2024 11:51 AM Most Recent Submission Date 11/12/2024 11:51 AM Inquiry Accepted Date	ent in Adoption ustody of children ervices agencies who need to place children in care;My nd parents who need to place their children in care or inquiry Rejected By inquiry Rejected Date Reason for Reject
× System Information	Proposed custody arrangement I would like my agency to be licensed to take of Anticipated sources of child referral My agency will contract with county children se agency will work directly with private families ar 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	ent in Adoption ustody of children ervices agencies who need to place children in care;My nd parents who need to place their children in care or inquiry Rejected By inquiry Rejected Date Reason for Reject
× System Information	Proposed custody arrangement I would like my agency to be licensed to take of Anticipated sources of child referral My agency will contract with county children se agency will work directly with private families ar 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	ent in Adoption ustody of children ervices agencies who need to place children in care;My nd parents who need to place their children in care or inquiry Rejected By inquiry Rejected Date Reason for Reject
× System Information	Proposed custody arrangement I would like my agency to be licensed to take of Anticipated sources of child referral My agency will contract with county children se agency will work directly with private families at 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	ent in Adoption ustody of children ervices agencies who need to place children in care;My nd parents who need to place their children in care or inquiry Rejected By inquiry Rejected Date Reason for Reject
	Proposed custody arrangement I would like my agency to be licensed to take of Anticipated sources of child referral My agency will contract with county children se agency will work directly with private families a 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 By Inquiry Accepted By	ent in Adoption ustody of children ervices agencies who need to place children in care;My nd parents who need to place their children in care or inquiry Rejected By inquiry Rejected Date Reason for Reject
v system mornation	Proposed custody arrangement I would like my agency to be licensed to take of Anticipated sources of child referral My agency will contract with county children se agency will work directly with private families at for adoption;Other (Explain) Explanation for selecting Other Test	ustody of children ervices agencies who need to place children in care;My nd parents who need to place their children in care or



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 01187053	3			Assign Owner	Change Status
Account Name Happy Homes	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@jf	s.ohio.gov
Account Name		Contact Name		Message D 11/7/2024 12:41	PM
Happy Homes		James Déan Unread	1	View All	

The **Case History** screen appears.

Account Name <u>Happy Homes</u>	Status Assigned	Case Record Type OCAF Agency Initial C	Sentification In suite	Case Owner	
			ertification Inquiry	Lisa Licensing	Specialist 🖍
Details Case I	History				Emails (1)
Case History	(6+) ield	User	Original Value	New Value	Successful Inquiry Submission From Addre donotreply-sf@jfs.ohio.gov To Address: lisa.oliver@childrenandyouth.ohi
11/12/2024 3:54 PM C	Case Owner	Lisa Licensing Sup	Lisa Licensing Sup	Lisa Licensing Spec	Message Da 11/7/2024 12:41 PM
11/12/2024 3:54 PM C	Case Owner	Lisa Licensing Sup	Lisa Licensing Spec	Lisa Licensing Sup	View All
11/12/2024 3:52 PM	Case Owner	Lisa Licensing Sup	Lisa Licensing Sup	Lisa Licensing Spec	
11/12/2024 3:02 PM C	Case Owner	Lisa Licensing Sup	Lisa Licensing Spec	Lisa Licensing Sup	
11/12/2024 2:29 PM	Case Owner	Lisa Licensing Sup	OCAF Licensing Su	Lisa Licensing Spec	



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 S	earch			*• 8 & '	? 🌣 🏚	6
Ohio Certification f	Cases	V 💼 01187053 C	ase 🗸 X					
2 items • Updated 23 minutes ago	. ▼ ∓ ▼ Ⅲ * C	Case 01187053))))///(C	A ANGLE AND A AND AND AND AND AND AND AND AND A		Assign Owner	Change Sta	itus
Q Search this list		Account Name Happy Homes	Status Assigned	Case Record Type OCAF Agency Initial Certification Inquiry	Case Owner			
Case Number T O1186802 Tog Assigned	gether We Are Strong	Details Ca	ase History		Er	nails (1)		•

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

Ohi	Department of Job & Family Services									* •	\$?\$	🏚 💿
0 0 0 0 0 0 0 0 0	Ohio Certificat	ion f	Cases	~	01187053	Case	~ ×					
2 items	Cases My Open Agency Inquiries 2 items • Sorted by Case Number • Filtered by My cases - Case Record Type • Updated 27 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 Nam	ne \checkmark Status \checkmark	Contact	. 🗸 Ema	il Address 🗸	U	∽ Submiss	ion 🗸	Owner Name	∨ Last Modifie	~
1	011868	Together We .	Assign					10/8/202	24 7:1	Lisa Licensing	11/12/2024 3	3:
2	011870	Happy Homes	Assign	James De	. lisa.	oliver@ch	~	11/12/20)24 1	Lisa Licensing	11/12/2024 3	3: v

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

Contact James	Dean		(A) New Event
gency Job Title dministrator	Phone (123) 456-1122	County	
Details	Background Checks	Other Documents	Personnel History
∨ Personal	Information		
Name			Mailing Address
James Dean		1	123 Happy St
Phone			Happy, Ohio 12345
(123) 456-11	22	/	
Email			
lisa.oliver@c	hildrenandyouth.ohio.gov	/	(12) (350)



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

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

The **Background Checks** screen appears.

🖪 Co Ja	Contact James Dean New Event New Task E										
Agency Job Administr	o Title Phone rator (123) 456-1122	County									
Details	Details Background Checks Other Documents Personnel History Image: Background Checks (2) Image: Column 1 Image: Column 2 2 items • Sorted by Created Date • Updated a few seconds ago Image: Column 2										
	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**.

E	Contact James Dean New Task Edit Version Edi											
Agency J Adminis	ob Title Phone trator (123) 456-1122	County										
Detai	Details Background Checks Other Documents Personnel History W Background Checks (2) 2 items • Sorted by Created Date • Updated a few seconds ago C C											
	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**.

0	Ohio Certification f	Cases	\sim	💼 01187053 Case	~ ×	🖽 James Dea	n∣Contact ∨ ×		
E	James Dean Co 😲 BGC-01	2 ~ ×				-			
	Background Check BGC-0127							Edit	Printable View
	Details Background Che	eck History					Files cannot k Background (be added to an Check	existing
	✓ Background Check Details		_				Files (1)		
	Criminal Record Check Type BCI Only	1	Status Pendir	ng		1	- BCI Backgr	ound Check	
	Date of Background Check		Non-Co	ompliant Reason			Nov 12, 202	24 • 13KB • docx	
	Receipt Date 11/1/2024		Comme	ents				View All	
	Review Date	1	Routed	for Review Reason		1			
	Background Check Number BGC-0127		Study N	Jumber		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 Ug BGC-01	2 ~ ×								
	Edit Printable View									
	Details Background Che	eck History					Files cannot be added to an existing Background Check			
	\checkmark Background Check Details									
Þ	Criminal Record Check Type BCI Only	/	_{Status} Pendir	ng		1	Files (1) BCl Background Check			
	Date of Background Check 11/1/2024		Non-Co	ompliant Reason		1	Nov 12, 2024 • 13KB • docx			
	Receipt Date		Comme	ents			View All			

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

* * * * * *	Ohio Certification f	Cases	~	01187053 Case	~ ×	🖽 James Dear	Contact ∨ X		
5	James Dean Co 😲 BGC-01	2 ~ ×							
	Background Check BGC-0127								
	Details Background Check History Files cannot be added to an existing Background Check								
	✓ 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	Ţ	* 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	heck Number	Study Number

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

💶 Co	ames Dean					New Event	New Task Edit 💌				
Agency Job Administr	o Title Phone rator (123) 456-1122	County									
Details	Background Checks	Other Documents	Personne	el History							
2 items	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	•				
	View All										

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



Ohio Certifica	tion f Ca	ses	V 🛱 01	187053 Case	~ ×	🖪 James Dean Contact	~ ×		
🖽 James Dean C	У BGC-0127	~ ×							
Contact James Dea	n						New	Event New Task	Edit 💌
Agency Job Title Administrator	Phone (123) 456-1122	County							
Details Bac	kground Checks	Other Do	ocuments	Personne	el History				
Backgroun 2 items • Sorted by Cr	d Checks (2) eated Date • Updated	9 minutes ago							¢ • C'
Background	Check Number	✓ Criminal	Record Check	Туре 🗸	Date of Backg	round Check 🗸 🗸	Status		~
1 <u>BGC-0127</u>		BCI Only			11/1/2024		Complia	ant	•
2 <u>BGC-0128</u>		FBI Only			11/1/2024		Complia	ant	•
				Viev	v All				

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

	Ohio Certificatio	on f Cas	es	× ê	01187053 Case	~ ×	🖽 James Dea	n Contact 🛛 🗸	×				
	🖽 James Dean C	<mark>ს</mark> BGC-0127	~ ×										
	Contact James Dean								New Event New Task Edit				
	Agency Job Title F Administrator (^D hone (123) 456-1122	County										
•	Details Backgr	ound Checks	Other Do	ocuments	Personnel H	listory							
	2 items • Updated a few se	cument (2) econds ago								¢	C .		
	Document	t Id	~ 0	ocument Ty	pe		\sim	Receipt Date	∽ Sta	tus	~		
	1 <u>DOCID-000</u>	0000067	Р	roof of Degre	e			11/12/2024	Pen	ding	•		
	2 <u>DOCID-000</u>	0000068	P	roof of Orien	tation Certificate			11/12/2024	Pen	ding			
					View A	11							

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	✓	ean Contact 🗸 🗙
편 James Dean Co 및 BGC-0127 🗸 🛛	■ DOCID-0 ∨ ×	
Personnel Document DOCID-000000067		Edit Change Record Type Printable View
Document Type Record Type Proof of Degree Proof of Degree Document	Receipt Date 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		

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

Ohio Certification f	Ohio Certification f Cases		011870	053 Case	~ ×	🖪 James Dean Contact	~ ×		
🖪 James Dean Co 💛 BGC-01	27 🗸 🗶 🖸	OCID-0.	~ ×						
Personnel Document DOCID-0000000067						Edit	Chan	ge Record Type	Printable View
Document Type Record Type Proof of Degree Proof of	e Degree Document	Re 1	eceipt Date 1/12/2024						
Details Document Hist	ory					F	iles (1)]	
✓ Information						B	A Degree lov 12, 202	24 • 13KB • docx	
Contact		Accour	it					View All	
James Dean		Happy	/ Homes						

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



***	Ohio Certificatio	on f	Cases		\sim	011870	053 Case	~ ×	🖽 James Dean	Contact	~ ×		
13	James Dean Co	U ∂ BGC-012	27 v x	🖭 DO	CID-0	~ ×							
	Personnel Document DOCID-0000000067 Edit Change Record Type Printable V											Printable View	
	Document Type Record Type Receipt Date Proof of Degree Proof of Degree Document 11/12/2024												
	Details Docur	ment Histo	iry							C Fi	iles (1)		•
·	✓ Information									- B, N	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.

ic	Edit DOCID-000000067	
	*	= Required Information
^t 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	ک ۲
Comments		
	Cancel Save	

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



•	Ohio Certificati	ion f	Cases		\sim	011870	53 Case	~ ×	🖽 James De	an Contact 🗸 🗙	
Ε	🖬 James Dean Co	பூ BGC-01	27 v x	E DO	OCID-0	~ ×					
	Personnel Docum DOCID-0000	ent 0000067								Edit Change Record Type	Printable View
	Document Type Proof of Degree	Record Typ Proof of E	e Degree Docume	ent	Re 11	ceipt Date /12/2024					
[Details Docu	ument Histo	ory							Files (1)	•
•	✓ 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/	Date 2024					
	Review Date 11/13/2024			, da i	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	~ × I	🖪 James Dean Cor	itact v ×
Case 01187053					Assign Owner Change Status
Account Name Status <u>Happy Homes</u> Assigned	Case Record Type OCAF Agency Initial (Certification Inquiry	Case Owner Lisa Licen	r sing Specialist 🖍	
Details Case History					Emails (1)
✓ Case Information Account Name	Contac	ct Name		Si Fr To M	Address: donotreply-sf@jfs.ohio.gov Address: lisa.oliver@childrenandyouth.ohio.gov
Happy Homes	James Unread	<u>s Dean</u> d			View All

A Change Status box appears.



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

	Change Status	Assian Own
	* Status	
a	Assigned	•
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	1 Beenni
* Status Accepted			•
Reason for Reject			
			Cancel Save

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



Ohio Certification f	Cases	✓ 💼 01187053 Case	e 🗸 🗷 Ja	ames Dean Contact 🛛 🗸	X
Case 01186802					Assign Owner Change Status
Account Name S Happy Homes A	tatus Case F Accepted OCAI	Record Type F Agency Initial Certification	Case Inquiry <u>Lisa</u>	e Owner a Licensing Specialist 👔	
Details Case History				Email	s (1)
\checkmark Case Information				Successful Ir	nquiry Submission

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

Ohio	Department of Job & Family Services		Q Sear	ch					a? 🕸 🖡	6
* * * * * * * * *	Ohio Certificati	ion f Cases		V 🗎 0118	37053 Case 🗸 🗸	×	James Dean Contact	~ ×		
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 V	Last Modified \lor	
1	011868	Together We A	Assigned	James De		~	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:	•

The Agency Administrator will receive an email advising them they may continue with the Application process. Once the Agency Administrator and Board President sign their application, the Licensing Specialist will receive an email.

For next steps on reviewing the new application please refer to this User Guide SACWIS Knowledge Base - OCAF Certification Application Review Licensing Specialist

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

