

Question	Answer
When I click under My Agency and go to Facility Information and Administrators and Board Members it gives me a message to provide the information but I don't see any way to add that information. Is this something I am supposed to do?	This information will be entered at your first recertification. There may be empty information when the account first loads from SACWIS.
Do you load policies for each required element one at a time (i.e. it shows which policies you have uploaded for and which you haven't) or are all policies lumped together in one upload?	It depends on how you save your policies. You can save them separately or combine some or all of them.
Our second in command is our active administrator when the administrator is gone. Can the second in command sign the 1290 application? No, the administrator and Board President are the only two people in your agency that can sign your JFS1290.	No
Does all communication with our licensing specialist need to go through this system or can we continue to use regular emails as well?	Once OCALM is live, it is preferred communication through OCALM; however, you can still email or call your specialist.
If I click New Amendment or Policy Revision and it opens a NEW item, can I delete it? How?	At this time you can not delete a study for have created; however, ODJFS will not review this unless you submit the study.
I just completed a recert. Should I still upload the agency policy and procedures now or will they be uploaded from your end??	You will upload them the first time you complete a recertification in OCALM.
To upload current policies, should they submitted under the policy revision tab, even if they are not revised- or the new amendment tab?? I don't want to wait until our next recert to complete this process. Please advise.	Amendments tied to the policies impacted only. Policy reviews are for policies changing. All policies will be loaded at the next Recertification Review.
How frequently do passwords expire?	Every 60 days
For every upload is the Board President required to sign?	No, just for anything requiring the 1290 application.
Will Child Records be uploaded to OCALM?	No, OCALM tools will be used to review your child records but the actual records will be maintained in your agency's electronic system.
Does the administrator have to sign in or if I am signed in can he come into my office and sign under my login?	No, each must sign in separately, as the system recognizes the role of the signed-in individual.
When an amendment is submitted because the board president is changing, is the outgoing president signing since they have a login or is the new president signing and we will need to quickly get that login set up?	In this instance, contact your Licensing Specialist as the new Board President will need access so they can sign.

Will OCALM provide a records list that ODJFS will monitor in each category? We had to provide that list to you previously. It would be great if the system could just tell us which fall into these categories	OCALM will not have of your children served, homes, and personnel, so the licensing specilaist will still ask for this information.
Will you be required to upload your financial audits to the OCALM system?	Yes, at recertification
is this system only used for recertification	OCALM will be for every action for your agency to be licensed/certified. Recertifications, Amendments, Policy changes, CAPs, Appeals, Complaints, etc.
Every time we have to reset our password every 60 days, will the system allow us to keep the same password we previously used?	No, you need to use a new password
Is this system/program ready to use fully or is it still being built?	As of 02/20/2020, the system was fully live for Initials, Amendments, & Recertifications, PCSA Reviews, Complaints, & TA studies.
So the 1290 is no longer required correct? Also what is the max upload size?	A form is not required. All the information is completed via the system.
Can you upload your signature as an image?	No, you sign each time electronically.
Can the administrator upload all docs, sign and can the board president log in later and sign?	Yes
Please provide the OFC help desk email or contact info	We will provide this, For technical assistance regarding Adult Protective Services, Child Protective Services, Foster Care, Adoption, CPOE, Kinship Care, Title IV-E, and Title XX please call: 1-866-886-3537 OPTION 4 ,1-866-886-3537 OPTION 4 EMAIL: Help-Desk-OCF@jfs.ohio.gov <mailto:Help-Desk-OCF@jfs.ohio.gov>
Will our Agency information (board members, locations, etc.) be populated or we will be made to do this? If so, when will the feature be unlocked?	That information will need to be collected, loaded by ODJFS OIS & a login sent to those individuals to get set up.
Will OCALM have a help desk to call for questions similar to SACWIS?	Yes
If an amendment is being completed due to a office relocation , do already approved policies needs	Only policies that apply to the amendment.

uploaded at that time or only at the time of recertification?	
Signature will require a touch screen device?	No, does not. Can sign with mouse
Can you provide a powerpoint copy of this training? Is there an instruction guide available?	Yes, a copy will be provided with the webinar & with the Q&A. We are working on the job aids which will be distributed once finalized.
What if we are not due for Recertification until next year?	You can do an Amendment & policies & your recertification next year.
Will JFS be uploading our current approved existing policies.	No, agencies will upload all of their policies at the first Recertification or Review after the roll-out.
Will JFS be approving our policies in the system?	We will be reviewing the policies that are submitted for OAC compliance.
Will CAPS be submitted via system?	Yes
What would the New Amendment button be used for?	An agency amendment, like changing an administrator, board president, capacity,, etc., NOTE: This system is not used for foster home amendments, only Agency amendments
Will we get an auto email notification when our recert is ready to be started?	Yes, once your agency is in the system
Does Agency Administrator have to mean the CEO or could this be the Program Director?	Whomever is on the application as administrator
If you need another email with link to create a password/sign-in, who do you contact?	You can have 5 users, Administrator, Board President, & 3 Others. Contact OFC Helpdesk