

Creating a Protective Service Alert



Knowledge Base Article

Creating a Protective Service Alert

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Creating a Protective Service Alert

Overview

This article explains the process of creating a **Protective Service Alert (PSA)** in Ohio SACWIS.

Completing a PSA

From the Ohio SACWIS Home Page:

1. Click, **Administration**.
2. Click, **Utilities**.
3. Click, **Maintain PSA** from the navigation pane.



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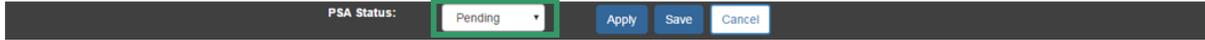
The **Protective Service Alert Filter Criteria** screen appears.

4. Click, **Add PSA** at the bottom of the screen.

The screenshot displays the 'Protective Service Alert Filter Criteria' interface. It features a top navigation bar with tabs for Home, Intake, Case, Provider, Financial, and Administration. Below this is a secondary navigation bar with options like Staff, Maintenance, Security, Reports, Training, and Utilities. A left-hand menu lists various actions, with 'Maintain PSA' highlighted. The main content area includes several filter fields: 'PSA Issued Date Range' with date pickers, 'Status' (Pending/Active), 'Originating Agency' (County Children Services Board), 'PSA Type', 'Incoming State', and 'Outgoing State'. There are also text input fields for 'PSA Reference Last Name' and 'PSA ID'. A 'Sort By' dropdown is present. At the bottom, there are 'Filter' and 'Clear Form' buttons. Below these is a table header for 'Protective Service Alerts' with columns: PSA ID, PSA Ref. Name, Date Issued, Expiration Date, Originator Name, Originating Agency, and Status. A red circle highlights the 'Add PSA' button located below the table.

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Note: Once you click **Add PSA**, the **PSA Status** bar appears at the bottom of the screen with the status listed as **Pending**. The PSA Status will continue to display as Pending until it is changed to **Active** later in the process.



The **Participants** tab page appears.

Adding Participant(s)

1. Click, **Add Participants**.

A screenshot of a web application interface for creating a Protective Service Alert. At the top, there are four fields: 'PSA ID:' (with a blue box), 'REFERENCE NAME:' (empty), 'PSA STATUS:' (with 'Pending' selected), and 'ORIGINATING AGENCY / PHONE:' (with 'County Children Services Board' and a blue box). Below these is a tabbed interface with 'Participants' (highlighted with a green box), 'Details', and 'Actions'. Under 'Participants', there are fields for 'PSA Originator Name and Contact:' (blue box), 'Date Issued:' (empty), and 'Expiration Date:' (calendar icon). A blue bar separates sections. Below it, the text 'Participant(s) Information' is followed by 'No participants have been added to this PSA.' A blue button labeled 'Add Participants' is circled in red. Another blue bar follows, with the text 'When Located / Outcome'. Below this, there are instructions: 'Instructions if Child is Found: Select all that apply'. There are three checkboxes: 'Assess Safety of Child(ren)', 'Notify Agency PSA Originator', and 'Other'. Below the checkboxes is a text input field labeled 'If Other, describe:'. A final blue bar contains the text 'An outcome comment has not been recorded for this PSA.' and a blue button labeled 'Add Outcome Comments'.

The **Search For Person** screen appears.

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For more information on search functionality, please see the following article: [Using Search Functionality](#)

2. Enter relevant search criteria.
3. Click, **Search**.

Search For Person

Person ID: ~ OR ~ SSN:

Note: If Person ID or SSN are entered, all other search criteria will be ignored.

Last Name: First Name: Gender:

Middle Name:

DOB: ~ OR ~ Age Range: -
From Age To Age

[Reference, TCN, and Address Criteria](#) ▾

Name Match Precision

Returns results matching entered names including AKA names/nicknames

Sort by:

Relevance (Highest-Lowest) ▾

Fewer Results + AKA/Nicknames More Results

The **Person Search Results** grid appears.

4. Place a checkmark in the check box next to the appropriate individual
5. Click, **Select**.

Note: If your search returns no results, or incorrect results, you will need to click the **Create New Person** button to add an individual.

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Person Search Results

Result(s) 1 to 1 of 1 / Page 1 of 1

Include only active case members

| Person Name / ID | Address | Gender | (Age) DOB | Active Case |
|--------------------------|---------|--------|-----------|-------------|
| <input type="checkbox"/> | | | | |

[Related Persons](#) ▾

The **Participants** tab page appears, displaying the information on the added individual(s) in the **Participant(s) Information** grid.

6. Select either **Caretaker**, or **Child**, from the **PSA Role** drop-down menu.
Note: Repeat the Adding Participant(s) process for each individual you need to add to the PSA. When all Participants have been added, you can select the Reference Name for the PSA using the radio buttons.
Note: When you select Child from the PSA Role drop-down menu, a Child Status drop-down menu will appear.
7. Make a selection from the **Child Status** drop-down menu when necessary.
8. Place a checkmark in the appropriate box(es) in the **When Located/Outcome** grid.
9. Click the **Details** tab.
Note: The system will automatically save data each time the user moves to a new tab.

Participants Details Actions

PSA Originator Name and Contact:

Date Issued:

Expiration Date:

Participant(s) Information

PSA Role:

Reference Name

[Case ID - Agency Information](#) ▾

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Participants Details Actions

PSA Originator Name and Contact: [Redacted] Date Issued: [Redacted] Expiration Date: [Redacted] 

Participant(s) Information

[Redacted]

PSA Role: 

Child Status:

[Case ID - Agency Information](#)

Add Participants

When Located / Outcome

Instructions if Child is Found: *Select all that apply*

Assess Safety of Child(ren)

Notify Agency PSA Originator

Other

If Other, describe:

[Redacted]

An outcome comment has not been recorded for this PSA.

Add Outcome Comments

PSA Status: **Apply** **Save**

Adding Details

The **Details** tab page appears.

In the **PSA Summary Narratives** grid:

1. Complete the narratives for *each* text box.
2. Enter the date in the **Date whereabouts became unknown** field.
3. Enter information regarding the **Suspected destination**.
4. Indicate whether the suspected destination is outside Ohio by selecting **Yes** or **No** from the **Outside of Ohio?** drop-down menu.

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5. Click the **Actions** tab.

Note: **Mode of Transportation** and **Usual Source of Income** are optional fields.

Participants **Details** **Actions**

PSA Type

This PSA contains:

- Not Answered
- In-state PSA only
- Outgoing PSA to be sent to other state(s)/agencies
- Incoming PSA received from another state

PSA Summary Narratives

Name and description of each caretaker believed to have physical custody of child with a child status of protective supervision, alleged victim, or at risk: (expand full screen)

✓ ABC
4000

Name and description of each child with a status of protective supervision, alleged victim, or at risk: (expand full screen)

✓ ABC
4000

Summary of the situation/reason for alert: (expand full screen)

✓ ABC
4000

Date whereabouts became unknown:



Suspected destination:

Mode of transportation:

Usual source of income:

PSA Status: Pending ▼ Apply Save Cancel

The **Actions** tab page appears.

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Adding Actions

In the **Actions Taken by Agency** grid:

1. Click on the check box beside each action that has been taken.

In the **Case Situation** grid:

2. Select all **Case Situations** that apply.

Complete any other relevant information.

| Participants | Details | Actions |
|---|---------|---------|
| Actions Taken by Agency | | |
| <i>Select all actions that have been taken:</i> | | |
| <input type="checkbox"/> Notified law enforcement Was a warrant issued for arrest of a caretaker(s) with child(ren)? <input type="text"/> | | |
| <input type="checkbox"/> Obtained court order to take physical custody of child | | |
| <input type="checkbox"/> Conducted a U.S. Postal Search | | |
| <input type="checkbox"/> Contacted the CDJFS to attempt to secure a change in address | | |
| <input type="checkbox"/> Contacted the utility companies | | |
| <input type="checkbox"/> Contacted the schools the children attend (if applicable) | | |
| <input type="checkbox"/> Contacted other community services the family was known to be involved with | | |
| <input type="checkbox"/> Contacted any relative/kin known to the PCSA | | |
| <input type="checkbox"/> Other actions taken If Other, Describe: <input type="text"/> | | |
| Case Situation | | |
| <i>Select all case situations that apply:</i> | | |
| <input type="checkbox"/> Child Abuse / Neglect Assessment / Investigation was in process | | |
| <input type="checkbox"/> In-Home Supportive Services were in process | | |
| <input type="checkbox"/> Protective Supervision Ordered Date ordered: <input type="text"/> <input type="text"/> | | |
| <input type="checkbox"/> Custody obtained by Agency Date obtained: <input type="text"/> <input type="text"/> | | |
| <input type="checkbox"/> Children taken in violation Describe violation: <input type="text"/> | | |
| <input type="checkbox"/> Other case situation If Other, Describe: <input type="text"/> | | |

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Activating the Protective Service Alert

Once you have finished with the Actions tab page, change the **PSA Status** to **Active** in the **PSA Status** drop-down menu.

1. Click, **Save**.

The screenshot shows the 'Actions Taken by Agency' and 'Case Situation' sections of a form. The 'Actions Taken by Agency' section includes checkboxes for various actions such as 'Notified law enforcement', 'Obtained court order to take physical custody of child', and 'Contacted the utility companies'. The 'Case Situation' section includes checkboxes for 'Child Abuse / Neglect Assessment / Investigation was in process', 'In-Home Supportive Services were in process', and 'Protective Supervision Ordered'. At the bottom of the form, the 'PSA Status' dropdown menu is set to 'Active', and the 'Save' button is circled in red.

The **Protective Service Alerts** screen appears, displaying an **Active** status.

The screenshot shows the 'Protective Service Alerts' screen. It features a table with one row of data. The 'Status' column is highlighted in green.

| PSA ID | PSA Ref. Name | Date Issued | Expiration Date | Originator Name | Originating Agency | Status |
|----------------------|---------------|-------------|-----------------|-----------------|--------------------------------|--------|
| edit | | 05/19/2023 | 05/24/2024 | | County Children Services Board | Active |

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Processing an Out-of-State-Outgoing PSA

1. If the PSA is outgoing, on the Details page, select “Outgoing PSA to be sent to other state(s)/agencies”. This creates the Outgoing PSA tab.
2. Click the **Outgoing PSA** tab.

Participants Details Actions **Outgoing PSA**

PSA Type

This PSA contains:

- Not Answered
- In state PSA only
- Outgoing PSA to be sent to other state(s)/agencies**
- Incoming PSA received from another state

PSA Summary Narratives

Name and description of each caretaker believed to have physical custody of child with a child status of protective supervision, alleged victim, or at risk: [\(expand full screen\)](#)

✓ ABC
4000

The **Outgoing PSA** screen appears.

3. Select the appropriate state(s) from the **Available States** list (this will activate the Add button).
4. Click, **Add** (this will place your state selections in the **States Selected** box).
5. Click, **Add Information Sent/Received**.

Participants Details Actions **Outgoing PSA**

Outgoing PSA

Date Sent:

Available States:

[Add](#)

- Alabama
- Alaska
- American Samoa
- Arizona
- Arkansas
- Armed Forces Africa
- Armed Forces America

States Selected:

Remove

Add Information Sent/Received

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The **Add Outgoing Out-of-State Information Sent/Received** screen appears.

- 6. Enter all relevant data.
- 7. Click, **Save**.

Add Outgoing Out-of-State Information Sent/Received

Information Sent/Received

Date: 

Out-of-state contact/agency:

Comments: [\(expand full screen\)](#)

The **Information Sent/Received** grid appears, displaying the out-of-state information.

- 8. Click, **Save**.

Information Sent/Received

| | Date | contact/agency | Comments |
|----------------------|------------|----------------|----------|
| view | 05/19/2023 | Franklin | test |

PSA Status:

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Processing an Incoming PSA Received from another State

Note: The ODJFS State PSA Administrator will continue to enter PSAs received by the state office from outside jurisdictions.

On the **Details** tab page:

1. Click the radio button labeled: **Incoming PSA received from another state**. This creates the Incoming PSA tab. Select the Incoming PSA tab.

The screenshot shows the 'Details' tab of the PSA creation interface. The 'Action' menu is open, and 'Incoming PSA' is selected. Below, the 'PSA Type' section shows the radio button for 'Incoming PSA received from another state' is selected. The 'PSA Summary Narratives' section is empty. The 'PSA Status' dropdown is set to 'Pending', and the 'Save' button is circled in red.

2. Complete the requested information.
3. Select, **Active**, from the **PSA Status** drop-down menu.
4. Click, **Save**.

The screenshot shows the 'Out of State' tab of the PSA creation interface. The 'Out of State Information' section is highlighted with a red box. The 'Date Received' and 'Date Processed' fields are empty. The 'Other State Agency' field is empty. The 'Address' field is empty, with a note: 'An address for the identified Out-of-State agency has not yet been added'. The 'Search Address' button is visible. The 'Contact Person' field is empty. The 'Phone' field is empty. The 'Ext' field is empty. The 'Email' field is empty. The 'Fac' field is empty. The 'Comments' field is empty. The 'PSA Status' dropdown is set to 'Pending', and the 'Save' button is circled in red.

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Extending a PSA

Once a PSA has an Active status, an Extension can be added if necessary.

From the **Protective Service Alerts** page:

1. Select the **edit** link in the appropriate row.

Protective Service Alerts

Result(s) 1 to 1 of 1 / Page 1 of 1

Add PSA

| PSA ID | PSA Ref. Name | Date Issued | Expiration Date | Originator Name | Originating Agency | Status |
|----------------------|---------------|-------------|-----------------|-----------------|--------------------------------|--------|
| edit | | 05/20/2023 | 05/24/2024 | | County Children Services Board | Active |

The **Participant(s) Information** screen appears.

2. Click and update the Expiration Date to add the extension.

Participants Details Actions

PSA Originator Name and Contact: [Redacted]

Date Issued: 05/24/2023

Expiration Date: 11/29/2024

Participant(s) Information

3. Click, **Save**.

- 4.

The **Participant(s) Information** screen appears, displaying the new PSA **Expiration Date**.

Protective Service Alerts

Result(s) 1 to 1 of 1 / Page 1 of 1

Add PSA

| PSA ID | PSA Ref. Name | Date Issued | Expiration Date | Originator Name | Originating Agency | Status |
|----------------------|---------------|-------------|-----------------|-----------------|--------------------------------|--------|
| edit | | 05/24/2023 | 11/29/2024 | | County Children Services Board | Active |

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Updating a PSA

When Participants are located, the User needs to go to the **Participants(s) Information** screen and indicate that the individual has been located.

1. Check the **Located** box beside the individual who was found.
2. Click, **Add Outcome Comments**.

The screenshot displays a web form for updating a Protective Service Alert (PSA). The form is divided into several sections:

- Participants** (highlighted with a green box): This section contains fields for "PSA Originator Name and Contact:", "Date Issued:" (05/24/2023), and "Expiration Date:" (11/29/2024).
- Participant(s) Information** (highlighted with a green box): This section includes a "PSA Role:" dropdown menu (set to "Caretaker"), a "Reference Name" field, and a "Located" checkbox (circled in red).
- When Located / Outcome** (highlighted with a green box): This section contains instructions for when a child is found, with checkboxes for "Assess Safety of Child(ren)", "Notify Agency PSA Originator", and "Other". Below these is a text area for "If Other, describe:". At the bottom of this section is a blue button labeled "Add Outcome Comments" (highlighted with a red box).

At the bottom of the form, there are three buttons: "Apply", "Save", and "Cancel".

The **Manage Outcome** screen appears.

3. Provide narrative in the **Outcome Details** field.

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4. Click, **Save**.

The screenshot displays a web interface for managing an outcome. At the top, there are two tabs: 'Manage Outcome' and 'Outcome Details', both highlighted with green boxes. Below the tabs is a large text area labeled 'Outcome Comments: *', which is outlined with a red border. To the right of this text area are two buttons: a blue button with a checkmark and the text 'ABC', and a grey button with the text '500'. Below the text area is a section titled 'Outcome History'. At the bottom of the page, there is a dark grey bar containing two buttons: a blue 'Save' button and a white 'Cancel' button. The 'Save' button is circled in red.

Note: When all the Participants are located, the PSA status updates to Located.

If you need additional information or assistance, please contact the OFC Automated Systems Help Desk at SACWIS_HELP_DESK@jfs.ohio.gov.