

**Residential Treatment Information
System
Process Flow**

Ohio *RTIS*

Knowledge Base Article

Residential Treatment Information System Process Flow

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Residential Treatment Information System Process Flow

Overview

This article will explain the flow of the Ohio Residential Treatment Information System, commonly known by its acronym RTIS (pronounced AR-TIS), starting from the log-in process through the next approximate logical steps in using the system. Links to pertinent articles for more information on the work items discussed and answers to frequently asked questions/problems encountered are also integrated in this article. All referenced articles can be found here: [Knowledge Base - Ohio RTIS](#).

For a broad understanding of this system, please refer to this article: [Overview of Ohio RTIS](#). You may also refer to [Policy and Practice Guidance Document # 014 - RTIS Communication](#) for more information.

Understanding the Ohio SACWIS-RTIS Connection

The Statewide Automated Child Welfare Information System (Ohio SACWIS) is the 'parent' system of Ohio RTIS. Ohio SACWIS is the system used by child welfare agencies to maintain intakes and cases with families and children, complete home studies on providers and where agency certification information is stored. Ohio SACWIS will create Ohio RTIS cases through a youth's placement record when completed by the custodial agency and will share some critical person data with Ohio RTIS, if available. Caseworkers using Ohio SACWIS will be able to see the RTIS data of Discharge Plans and Contacts as entered for their youth in custody. **Important: Discharge Plans must be Final Approved by an RTIS Supervisor and Contacts in Completed status to be viewed in Ohio SACWIS.**

Getting Provisioned/Logging In

All users must first submit a completed [JFS07078](#) form with a 'wet' signature (no digital signatures allowed) to SACWIS_ACCESS@jfs.ohio.gov requesting to be provisioned into Ohio RTIS. The State will approve the RTIS role and email the new user with a State of Ohio User ID (OH|ID) and temporary password. Unless they are the first person from their Agency being provisioned (in which case, a State person will create this), another user from the employing agency will need to go in and create an employee profile and assign a security role for the new user in Ohio RTIS. The State worker will then link the OH|ID to the RTIS employee profile. Please refer to this Knowledge Base Article: [Ohio RTIS Log In](#).

Critical Information from this article:

1. Log in to Ohio RTIS at <https://rtis.ohio.gov/rtislogin/> or by clicking on the RTIS tile under MyApps in MyOhio.gov.
2. Use your OH|ID username and password to complete the log-in process.
3. If you encounter any difficulties with logging in, contact the Automated Systems Help Desk at SACWIS_ACCESS@jfs.ohio.gov.
4. **Important:** You must log in to Ohio RTIS every 60 days for your account to remain active. Otherwise, you will be automatically deprovisioned from the system and will need to resubmit a JFS07078 form to be reactivated.

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Navigating the System

Once logged in, refer to this article for information on navigating the system: [RTIS General Application Navigation](#)

Critical Information from this article:

1. **DO NOT** open more than one browser window or tab of Ohio RTIS at a time. Multiple concurrent sessions of Ohio RTIS can potentially cause data corruption and sensitive information to be attached to the wrong case or child.
2. **DO NOT** use the Back and Forward buttons in your browser's navigation bar. Use only the buttons and links within the application screen to move from one screen to another.
3. Use only the log off link to close Ohio RTIS, not the **X** in your web browser window.

Employee Maintenance

If you are responsible for provisioning new users from your agency into RTIS or managing employee profiles and security, please refer to this article: [RTIS Employee Maintenance](#). Users will navigate to the **Administration** tab/**Employee Search** to begin the process. Information on how to end-date an individual from employment can be found in a separate article: [Terminating An Employee Record](#).

Critical Information from these articles:

1. The first step in creating or modifying an employee record is completing an **Employee Search**.
2. All agency users should be given a security role of either **RTIS Worker** or **RTIS Supervisor**.
3. Prior to terminating a supervisor employee record, please make sure to re-assign each of their workers to a new agency supervisor.

Managing a Workload

Users of Ohio RTIS can be assigned to a caseload of youth, which will appear on the Assigned Tab. Supervisors in the RTIS system will see their workload and the workloads of their assigned staff. Any new youth placed into the logged-in user's agency without an assigned worker will appear on the Unassigned Tab. Information on the Workload tab can be found in this article: [Managing a Workload in Ohio RTIS](#).

Critical Information from this article:

1. If the youth is in the custody of a child welfare agency or IV-E Court and being placed, their Youth Record is created through entry of a placement setting record in the Ohio Statewide Automated Child Welfare Information System (Ohio SACWIS) and will automatically appear in the Unassigned Tab once the agency caseworker completes this task. If a youth is **not** in the custody of a child welfare agency or IV-E Court and is being placed by their legal guardians OR is being placed from out of state through an Interstate Compact, the Youth Record is created by the congregate care facility using the Placement Search and Direct Placement functionality.

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Placement Search and Direct Placement

The **Youth Search** tab can be used to find a youth who have an Ohio RTIS record. If the youth is being placed by their guardian(s) or through an Interstate Compact, a Direct / Out-of-State Placement can be created from this screen. More information on utilizing this functionality can be found in this article: [Performing a Placement Search & Creating a Direct/Out-of-State Placement](#).

Critical Information from this article:

1. DO NOT create a Direct / Out-of-State Placement record for any youth who is in the custody of an Ohio child welfare agency or IV-E court. **Only create a Direct / Out-of-State Placement record if the youth is in the custody of a parent/guardian OR is being placed from a different state.**

Tips:

1. If a youth's case has not appeared on the **Unassigned** Workload tab and is in the custody of a PCSA or IV-E Court, please check with the youth's assigned worker and inquire if their Ohio SACWIS Placement Record is in Completed status, and to make sure the Provider ID they have used is a Residential category for your agency. They may need to contact the Automated Systems Help Desk for assistance.
2. The system will record when a youth's record was created in the system for your use, so any delay in entering the Initial Discharge plan will be documented in this manner:
 - a. Once the youth's case appears, click on the **Youth Tool** of **Youth Placement History**.
 - b. The current placement record will display the **Placement Available Date** in the grid, which will indicate to the user when the case was available for use in Ohio RTIS.

Navigating the Youth Overview

The front page of a youth's case is called the **Youth Overview**. From here, the Youth tools can be accessed, which are the various work items completed for a youth's residential treatment episode. The Youth Overview displays the most recent Discharge Plan record, discharge location, action items displaying due dates for Discharge Plans creation/review and Contacts with the youth, and a listing of worker assignments to the youth. The grey bar containing the youth name, demographics and placement data carries across to most work items so the youth in focus remains clear. For additional information, refer to this article: [Navigating the Youth Overview and Youth Tools in RTIS](#).

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RTIS Person Profile

Existing Person Profile data from Ohio SACWIS will be shared in Ohio RTIS when a youth is in PCSA or IV-E Court custody. It includes Basic information such as Name, Date of Birth, Race/Ethnicity and Clinically Diagnosed Person Characteristics. From this page, the system will display comprehensive data on Medical, Educational and Delinquency status through the Person Tools. To manage Person data in Ohio RTIS effectively, please refer to the following articles: [Maintaining the Person Profile](#), [Maintaining Youth Medical Information](#), and [Maintaining Youth Education Information in Ohio RTIS](#).

Critical Information from this article:

1. Both Ohio SACWIS and Ohio RTIS Users can update Person, Medical and Educational information for a youth. Please be mindful of entering correct, non-duplicative information as it will display in both systems.
2. In some instances, Person, Medical or Educational information for a youth may not have been entered by the PCSA and these areas may display blank. If a child was entered as a Direct Placement, Ohio SACWIS will only share limited Person data with Ohio RTIS, if it exists.

Creating Discharge Plans

The **Discharge Plan** serves to encompass a variety of information into one document that can be created and updated while the youth is in a congregate care placement, and then provided upon discharge to the youth and their caregivers. Discharge Plan documentation is tailored to an Initial type, Review types and Aftercare Updates. Information pulls into the plan from the Youth Profile and Supports. Services provided during placement and planned for Aftercare can be recorded. Information on how to create an Initial and Review plan can be found in articles located here: [Creating an Initial or Review Discharge Plan in Ohio RTIS](#).

Critical Information from this article:

1. Ohio Administrative Code [5101:2-9-42](#) - Qualified residential treatment program (QRTP) mandates the Discharge Plan is to be started within 1 business day of a youth's placement in a congregate care facility.
2. Reviews of the Discharge Plan should take place every 30 days and/or during every Service Plan review.
3. Do not create a Direct Placement record for any youth that is in the custody of a child welfare agency/IV-E court for the purposes of starting a Discharge Plan, as this will create duplicate Residential Treatment Episodes.
4. While there are many data elements contained in the Discharge Plan, it has been designed to allow congregate care facilities the flexibility to enter in information as it best suits their needs, with only a few required fields. Otherwise, users may leave these areas blank or allow system-generated data only to display.

Tips:

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1. The last Discharge Plan Review completed as part of a youth's placement will serve as the Discharge Summary. The same questions are found in all Review types.
2. Do not complete a Closing Discharge Plan until you are certain no further updates are needed on the Discharge Plan. Once approved, a Closing Discharge Summary will prevent any further Discharge Plans from being created for this Placement Episode.
3. Aftercare Updates to the Discharge Plan should only be done if the youth experiences significant changes post-discharge, such as a change in home placement or service providers, and the caregivers require an updated copy of the Discharge Plan. Otherwise, all Aftercare notes should be housed in Contacts.
4. As mentioned earlier, it is important to route all Discharge Plans for approval to a Supervisor or to Final Approve each Plan if the user has the appropriate security as soon as it is complete. Otherwise, there is no ability for a caseworker in Ohio SACWIS to see this documentation.

Managing Youth Supports

The **Support** Youth Tool serves as an 'address book' for a youth, where documentation of the important people in their life can be made. This can include contact information for the youth themselves, Discharge Caregivers, Caseworkers, CASA/GALs or family and friends. This information will pull into the **Discharge Plan**, **Contacts** and into the **Youth Overview** when the child has been discharged from the congregate care facility. Details on creating **Support** records can be found here: [Entering RTIS Youth Supports](#).

Tips:

1. At least one **Support** record is needed for a **Discharge Plan** and to complete a **Contact** record, so it is important to enter this information prior to starting either of those work items.
2. An address is required to mark any **Support** record as the **Discharge Caregiver**, so this information should be added prior to marking the applicable box in the record.

Entering Contacts

Similar to activity log functionality in Ohio SACWIS, **Contacts** allow a user to document any outreach to a youth and their caregiver(s) post-discharge through a variety of means (face-to-face, phone, e-mail, etc.). Additional details on how to enter **Contacts** can be found in this article: [Creating Contact Information](#).

Tips:

1. Ensure at least one **Support** record is entered prior to beginning a **Contact**.
2. Contacts can be entered at any time for a youth, during placement or aftercare. However, the **Contacts** section is where documenting the six months of aftercare should be documented.

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3. A **Contact** record should have a **Category** of **Monthly Contacts** to satisfy the action items which indicates when a contact is due for a youth in Aftercare.
4. Place each **Contact** in **Completed** status when finished. This will need to be done to close a case when services are eventually terminated. A caseworker in Ohio SACWIS cannot see any Contact records unless they are in Completed status.

Release of Information

A youth in the custody of a child welfare agency/IV-E court will automatically share pre-determined information between Ohio RTIS in SACWIS. In the case of a Direct / Out-of-State placement where youth information exists in SACWIS, basic demographic and educational information is shared. A **Release of Information** signed by the Youth's guardian(s) can be documented in Ohio RTIS to allow SACWIS to share delinquency information. Details on completing a Release of Information in the system can be found here: [Recording a Release of Information in RTIS](#).

Maintaining Service Professionals

Ohio RTIS will allow users to link service providers (counseling agencies, doctors, hospitals, etc.) that exist in Ohio SACWIS to these provided and planned services, along with adding the service professionals working with the youth from those agencies (the list of Service Professionals attached to each Provider ID can be maintained from a separate Administrative tool). Additional information on this functionality can be found here:

[Managing Service Professionals](#)

Critical Information from this article:

1. Ohio RTIS will utilize the SACWIS database to find results. If a Service Provider is used frequently, keeping track of the Provider ID may be helpful, as to ensure the Service Professional list is being maintained on the same Provider record.
2. Ohio SACWIS contains a list of nearly every service provider in the State of Ohio. These records are created by child welfare staff and it is possible duplicates exist in the system. If duplicate Provider IDs are identified, notify the Automated Systems Help Desk so that these IDs may be merged, which will consolidate the Service Professional lists from both onto the retained Provider ID.
3. If the desired Provider cannot be found in the system, notify the Automated Systems Help Desk so that it may be created in Ohio SACWIS for use by Ohio RTIS. You'll need to provide the following information:
 - a. Provider Name
 - b. Type of Provider
 - c. Date Youth Began Service (can be approximate)
 - d. Provider Address
 - e. Provider Phone Number
 - f. Service Category and Type (if applicable)
4. You may also request creation of a Provider ID through this online form: [Provider Creation Request for Ohio RTIS Use](#).

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Generating Ohio RTIS Reports

Ohio RTIS contains numerous reports which compile valuable data into one document. The ability to generate a document is typically indicated with a Report icon () or a Generate Report button.

- **Discharge Plan** - all data elements from the Discharge Plan record will be combined into a single report, with a signature page. This will also be available to Ohio SACWIS users from the Residential Treatment Information link found on a Youth's case.
- **Lifecycle of Youth in OHIO RTIS Agency Placement** - this comprehensive report will list youth placement and discharge dates, discharge plan creation and review dates, compliance with monthly contacts and aftercare provision.
- **Contacts** - a single entered contact or a compilation of all entered contacts can be printed out. These reports will also be available to SACWIS users from the Residential Treatment Information link.
- **Service Summary Details** - a history of all Non-Clinical and Aftercare Services as entered in the Discharge Plan can be compiled into this report.

Additional Articles Available

The Knowledge Base also contains the following information for specialized situations that can occur when an agency accepts youth for placement:

[Creating Discharge Documentation for Youth Placed Prior to RTIS Going Live](#) - The attached document describes how to create what is commonly referred to as a discharge summary for youth being discharged from a congregate care facility when their placement begin date was before Ohio RTIS went live, and/or when the agency is not yet identified as a Qualified Residential Treatment Program.

[Managing RTIS Placements Lasting Less than 14 Days](#) - The attached document describes a modified workflow in Ohio RTIS when youth are placed in a congregate care facility less than 14 days and **are** in the custody of a PCSA or IV-E Court.

[Managing Direct Placements Lasting Less than 14 Days](#) - The attached document describes the modified workflow in Ohio RTIS when youth are placed in a congregate care facility less than 14 days and are **NOT** in the custody of a PCSA or IV-E Court.

Additional Resources

[Ohio RTIS Training Videos](#) – Contains links to view brief training videos that provide a demonstration of different areas in RTIS, along with a full training on the system.

[RTIS Q & A](#) – Contains a list of Frequently Asked Questions and answers.

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

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