



**Taking Early Action Matters (TEAM) Ohio
Frequently Asked Questions**
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General

1. How will TEAM Ohio work?

Development of the statewide TEAM Ohio portal with integration to Ohio Statewide Automated Child Welfare Information System (SACWIS) will not be completed until Winter 2023-2024. The vision for TEAM Ohio is for mandated reporters to login using an Ohio ID (OHID) and fill out the referral form with required information. Upon submitting the referral, the information would be automatically and instantly sent to Ohio Statewide Automated Child Welfare Information System (SACWIS) in the form of a draft intake and put on the appropriate Public Children Services Agency's (PCSA's) intake workload. The PCSA will receive an email notification of the draft referral and the screener will complete a reconciliation of the information before marking it as complete and ready for a screening decision. Ohio Statewide Automated Child Welfare Information System (SACWIS) will send information back to the mandated reporter, to meet the mandates for providing the information they have rights to receive, such as the screening decision and disposition letter.

2. Will TEAM Ohio accept referrals with emergency information?

TEAM Ohio will have language on the landing page directing mandated reporters to call local law enforcement and the local PCSA for any referrals that are an emergency or if a child is in immediate danger of serious harm. Mandated reporters will also be required to confirm that the information they are reporting is non-emergency as the first question of the referral.

3. When does a referral become part of the PCSA's records?

When the report is sent into Ohio Statewide Automated Child Welfare Information System (SACWIS) and placed on the PCSA's intake workload.

4. Will there be changes to Ohio Revised Code (ORC) and Ohio Administrative Code (OAC)?

There are plans for changes to be made to ORC and OAC to address electronic reporting.

5. Will the timeframes for screening required by OAC be reviewed for potential changes?

Office of Families and Children (OFC) Policy will be reviewing OAC 5101:2-36-01 to determine if there are any needed changes to the screening procedures outlined by rule.

6. How will referrals made after-hours through TEAM Ohio be handled?

Automated Systems is working with Office of Information Systems (OIS) Salesforce developers to gather all possible solutions to address this concern. Prior to beginning the development of TEAM Ohio, this functionality need was raised to the developers and Automated Systems was informed that there are several possibilities, including TEAM Ohio being able to make phone calls or send text messages to PCSAs to alert them of after-hours reports. All solutions will be explored and taken back to the statewide workgroup for discussion.

7. Will TEAM Ohio delay a PCSA in responding to child safety?

The goal with TEAM Ohio is to allow mandated reporters to send non-emergency referrals to PCSAs without the wait times that are currently being experienced with county hotlines. In addition, the information being submitted by the mandated reporter will automatically create a draft intake in Ohio Statewide Automated Child Welfare Information System (SACWIS), limiting the screeners' data entry needs.

System-based

1. Will TEAM Ohio be impacted by the recent Salesforce company layoffs?

There is no indication that the Salesforce layoffs will have any impact on Government solutions. Ohio Department of Job and Family Services (ODJFS) has an internal Office of Information Systems (OIS) Salesforce development team which is the main source of development and maintenance for Office of Families and Children (OFC) functions.

2. What happens if there is a system outage?

If there is any indication of system issues, TEAM Ohio will be taken down and mandated reporters will be directed to call their local PCSAs to make their referral. Salesforce and Office of Families and Children (OFC) will have processes in place to ensure that any potential issues are identified timely and addressed.

Security and Privacy

1. Will Health Insurance Portability and Accountability Act of 1996 (HIPAA) compliance extend to the PCSAs?

HIPAA only applies in certain circumstances and does not prohibit a mandated reporter from reporting suspected abuse or neglect to the proper authorities. The mechanism used to report that suspected abuse or neglect does not change this conclusion. Salesforce compliance with HIPAA security can be found here <https://compliance.salesforce.com/en/hipaa>

2. Is the system platform being used secure?

TEAM Ohio is being implemented on the Salesforce platform in Service Cloud. The Salesforce instance is hosted in a FedRAMP High environment which provides additional compliance with strict Federal requirements that are not available in commercial instances of Salesforce. In addition, our Org has Shield which provides further security, compliance and monitoring benefits.

3. At what point does a referral become confidential?

Any information that is entered into a TEAM Ohio referral in the portal is immediately confidential, per ORC 2151.421.

4. Since ODJFS is creating TEAM Ohio, are they the "owner" of the information entered into the system?

The automated functions currently being used are owned and maintained by ODJFS, with this function being no different. TEAM Ohio is a mechanism to collect and send information directly to a PCSA. ODJFS will not have the ability to edit information submitted by a mandated reporter and will simply be transmitting the information to the appropriate PCSA.

Mandated Reporters

8. Will mandated reporters need to contact the PCSA after submitting a referral to ensure they are meeting reporting mandates?

No, by submitting the information known to them through TEAM Ohio, they will be meeting their reporting mandates. The PCSA may contact the mandated reporter back for additional information, as needed. TEAM Ohio will also be used as a mechanism for PCSAs to send mandated reporters information they have rights to receive.

9. Will implementing TEAM Ohio hurt the PCSA's engagement with mandated reporters?

Mandated reporters are not required to use TEAM Ohio. This portal is being added as an additional way for a mandated reporter to get information to a PCSA. The PCSAs are still able to contact the mandated reporter back for additional information or discussion about the received referral.