

Deployment Communication

Taking Early Action Matters (TEAM) Ohio

Background

With input from a cross-agency statewide workgroup and the Automated Systems Review Committee, ODJFS has deployed the pilot phase of Taking Early Action Matters (TEAM) Ohio which is a new portal for mandated reporters. Team Ohio was developed with the goals of:

- Being a self-service portal that will eventually be used community-wide by mandated reporters to enter non-emergency child abuse and neglect referrals.
- Streamlining and standardizing the referral process, allowing for real-time reporting to Public Children Service Agencies (PCSA) and forgoing wait times on agency hotlines.

TEAM Ohio is being implemented in phases through 2024. The pilot phase of TEAM Ohio will start with Franklin County Children Services and three of their mandated reporting agencies. After implementation, the pilot will be opened to more PCSAs along with their selected mandated reporter agencies.

With the statewide implementation, expected in 2024, the portal will be accessible to the public (searchable) and open for use by all mandated reporters as an option to make referrals to any Ohio PCSA. At that time, TEAM Ohio will be integrated with Ohio SACWIS where information submitted by mandated reporters through the portal will automatically create draft intakes on the appropriate PCSA's Intake Workload. Mandated Reporter notifications for screening decisions and dispositions will automatically be sent back to the mandated reporter through TEAM Ohio.

Contents of Deployment

During the pilot phase, the PCSA will provide the TEAM Ohio link to their selected mandated reporting agencies which will enable them to submit referrals through the portal. The link will take the user to a portal landing page where they will be given the option to either log in with an existing Ohio ID or create a new Ohio ID account.

Upon accessing TEAM Ohio, mandated reporters will be required to complete their account profile including their employment information. Registered mandated reporters with a complete account profile will then have the option of creating a referral to be submitted to the PCSA. When creating the referral, the mandated reporter will be required to provide necessary information, including intake participant information, maltreatment details, and confirmation that the information they are reporting is non-emergent. Mandated reporters will have the ability to see a list of past referrals they have made within TEAM Ohio and the updated status of each of those referrals.

Once all required information is entered, the reporter will be able to upload supporting documents to the referral and submit to the PCSA. The PCSA will be notified that a new referral is in the portal, at which time, a screener will review and enter the information into Ohio SACWIS. Once completed, the referral will go through the normal screening decision by the PCSA within Ohio SACWIS. After a screening decision is made, the screener will update the referral status in TEAM Ohio to notify the reporter of the decision.

Deployment Details

TEAM Ohio's pilot phase will be deployed into production on June 12, 2023.

Deployment Resources

- Community User Guide:
 - <https://jfskb.com/sacwis/index.php/team-ohio/1179-team-ohio-mandated-reporter-user-guide>
- Agency User Guide:
 - <https://jfskb.com/sacwis/index.php/team-ohio/1186-team-ohio-pcsa-user-guide>
- TEAM Ohio FAQ:
 - <https://jfskb.com/sacwis/index.php/team-ohio/1187-team-ohio-faq>

If you have additional questions pertaining to this Deployment Communication, please contact the Automated Systems Help Desk at SACWIS_HELP_DESK@jfs.ohio.gov or by calling 1-800-686-1580, option 3, option 5, Monday through Friday, 8:00am to 4:30pm, excluding Holidays.