



Deployment Communication

TEAM Ohio

October Enhancements

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.

Contents of Deployment

Dependency Field Changes:

- The concern for Dependency is now in its own section, removed from its original location on the Other Concerns section.
- This section has been expanded to gather additional information about the dependency concern(s).

Copy Intake:

- The reporter will be able to copy an intake when beginning a referral.
 - Certain information they inputted on a previous referral will copy forward into a new referral.

Participant Relationship Field Changes:

- Participants relationships have been enhanced to show corresponding relationships based on the selected gender of the participant.
- If a participant's gender is changed after the program has saved, the reciprocal relationships do not automatically change. The program will display a warning message informing the reporter they should review the relationships for accuracy.

Additional Enhancements:

- The option for the user to start a Live Chat will display on every page in the system.

Deployment Details

The above enhancements will be deployed into production on October 13, 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>

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.