



## Deployment Communication

### TEAM Ohio

#### Additional Pilot Agencies

#### **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 went live on June 12, 2023. Statewide implementation is expected in 2024, the portal will be 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.

#### **Contents of Deployment**

##### **Addition of Pilot Agencies:**

- Fairfield, Stark, and Summit counties and their designated mandated reporter agencies will begin using the TEAM Ohio Portal.
  - The three counties have been added for selection to the county drop-down list in TEAM Ohio.
  - At the county's discretion, a dynamic message stating the hours the county accepts TEAM Ohio referrals will display along with directions informing the mandated reporter how to complete a referral outside of that county's TEAM Ohio hours.

##### **Additional Enhancements:**

- Removal of the email notification sent to counties one hour after a referral has been submitted. Email notifications remain in place immediately upon submission, along with 8- and 23-hours post-submission.
- Addition of the following buttons on the home screen to improve accessibility:
  - 'View Documents' button allows the reporter to view the documents they have uploaded to a referral
  - 'Quick View' button allows the reporter to see information about the referral. This includes information the reporter submitted, such as the type(s) of concern(s), participant name(s), address, role, and the county the reporter determined the referral should be sent to. It also includes the referral number.
- Additional directions provided to the reporter when inputting an unknown or partially unknown participant.

#### **Deployment Details**

The above enhancements will be deployed into production on August 31, 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](mailto: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.*