**Department of Children and Youth Memo 25-022**

**TO:**  Intake staff at Public Children Services Agencies (PCSAs) and Title IV-E Courts

**FROM:**  Brittaney Carter, Chief Information Officer

**DATE:**  April 15, 2025

**SUBJECT:** TEAM Ohio Integration with Ohio SACWIS Deployment Communication

**Background**:

Taking Early Action Matters (TEAM) Ohio is becoming the Intake module for child maltreatment referrals for Ohio. TEAM Ohio will provide an online referral for mandated reporters as well as a system for Title IV-E Agencies to record and view submitted referrals and make a screening decision. TEAM Ohio is being rolled out in phases with the current phase being a pilot.

**What can you expect?**

Beginning with the statewide deployment of TEAM Ohio and Ohio Statewide Automated Child Welfare Information System (SACWIS)’s 4.39 release, Title IV-E Agencies may start using TEAM Ohio instead of the Ohio SACWIS Intake for calls received through the hotline. Referrals will be able to be entered into either system to allow for agency transition with an eventual end to the Ohio SACWIS intake entry for Title IV-E Agencies. Programs like Bridges, Young Adult Services, Youth Navigator Network, and Ohio Kinship and Adoption Navigators (KAN) will continue to enter intake referrals in Ohio SACWIS.

Each Title IV-E Agency will need to have at least one worker and one supervisor active in TEAM Ohio when the deployment occurs to monitor and process referrals submitted through the mandated reporter portal in TEAM Ohio.

In the coming months following the deployment, TEAM Ohio will have a telephony integration that will integrate telecommunications with TEAM Ohio. The telephony solution will notify agencies of referrals submitted through the TEAM Ohio portal as referrals can be submitted by mandated reporters 24 hours a day. At that time, the link for mandated reports to submit referrals in TEAM Ohio will be added to DCY’s website. A communication will be sent that outlines the process until the telephony solution is in place. Title IV-E Agencies will receive email notifications for any referrals submitted to them. This process will continue until the telephony integration and website changes are completed. Title IV-E Agencies may also begin using TEAM Ohio to input referrals received via phone, email, etc.

If a Title IV-E Agency is interested in starting to partner with a new mandated reporter agency before the website is made public, please email janna.warren@childrenandyouth.ohio.gov to request the URL.

The TEAM Ohio deployment is planned for May 2025 with a definitive date sent in a future communication.

**How can you prepare?**

A live training was held on March 17th. You can watch the recorded training through CAPS LMS. The training walks users through the system, starting with how to begin a new intake in TEAM Ohio and processing intakes inputted by mandated reporters. User guides and segmented training videos have been posted on the [Knowledge Base](https://jfskb.com/sacwis/index.php/team-ohio).

It is recommended that Title IV-E Agencies start the access request process now. PCSAs will need to submit requests through the Digital JFS 7078 in myOhio while Title IV-E Courts will need to submit a ticket through the Customer Care Center. Please request either of the following roles based on your position within your agency:

* EIDMX\_JFS\_C-OFC-TEAM Ohio Agency Worker
* Supervisor: EIDMX\_JFS\_C-OFC-TEAM Ohio Agency Supervisor

Additional information regarding these roles can be found on page 4 of the [User Guide.](https://jfskb.com/sacwis/index.php/team-ohio/1186-team-ohio-pcsa-user-guide) If you are one of the 13 pilot counties in TEAM Ohio, you do not need to submit access requests, unless adding new users.

**Contact**

If you have additional questions pertaining to this Deployment Communication, please contact the [Customer Care Center](https://odjfs2.my.site.com/CustomerCareCenter).