



OFFICE OF INFORMATION TECHNOLOGY



TEAM Ohio Integration with Ohio SACWIS

TEAM Ohio is set to become the new statewide Intake module for managing child maltreatment referrals in Ohio. This system will offer an online referral platform for mandated reporters, as well as tools for Title IV-E Agencies to document, review, and make screening decisions on submitted referrals.

After a successful pilot phase, TEAM Ohio is now transitioning to full statewide implementation, bringing streamlined processes and enhanced capabilities to agencies across the state.

The TEAM Ohio statewide deployment will occur on May 1st, 2025.

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 can 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, TEAM Ohio will introduce telecommunication notification functionality. This enhancement will allow agencies to receive real-time alerts for referrals submitted through the TEAM Ohio portal, which remains accessible to mandated reporters 24/7. This upgrade aims to improve communication and ensure timely action on referrals.

Once the telecommunication solution is in place, a link for mandated reporters to submit referrals via TEAM Ohio will be added to the DCY website. Until then, a detailed communication will be shared outlining the interim process.

Title IV-E Agencies will continue to receive email notifications for referrals submitted through the portal. In addition, Title IV-E Agencies will be able to use TEAM Ohio to input referrals received by phone, email, or other methods.

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

How can you prepare?

With the 4.39 deployment of TEAM Ohio and Ohio SACWIS, pilot mandated reporter agencies will be able to submit referrals to your PCSA through TEAM Ohio.

As we work toward implementing call and text notifications for after-hours referrals, we are seeking input from agencies on how they would prefer to manage referrals submitted outside of normal business hours.

Action needed: Please respond to [this survey](#) if your PCSA is willing to accept the referrals after-hours.

Agencies confirmed to accept after-hours referrals will be displayed on the first screen of TEAM Ohio for mandated reporters. Additionally, mandated reporters will be informed that referrals submitted outside of normal business hours may not be reviewed until the following business day unless directed to an after-hours agency.

Currently, there are 13 PCSAs and approximately 26 mandated reporter agencies participating in the pilot, so referrals to non-pilot agencies should remain minimal.

Please note that the TEAM Ohio URL is not publicly searchable at this time. It is shared with mandated reporter agencies during the onboarding process by PCSAs. The website will become searchable once the telecommunications integration solution is live.

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](#).

Action needed: 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](#).

If you are one of the 13 pilot counties in TEAM Ohio, you do not need to submit access requests, unless adding new users.



If you have questions pertaining to this Deployment Communication, please contact the [Customer Care Center](#).