Department of Children and Youth Memo 25-053

TO: Public Children Services Agencies (PCSAs)

FROM: Brittaney Carter, Chief Information Officer

DATE: July 8, 2025

SUBJECT: TEAM Ohio Deployments

What problem are we trying to solve?

Following the rollout of TEAM Ohio on May 1, 2025, several issues were identified. To address these, DCY implemented two deployments in June. A third release is scheduled for July to resolve additional concerns and implement enhancements based on user feedback.

Deployment Details?

The following changes were deployed on June 17, 2025 and June 26, 2025:

- Removal of a participant's SSN on the PDF report.
- Removal of the ability for a PCSA to mark a report from the Mandated Reporter portal as created in error.
- Reports created through the Mandated Reporter portal can be marked as duplicate referrals, if needed.
- An additional type of mandated reporter has been added to the drop down in TEAM Ohio for Help Me Grow. This value has also been added to Ohio SACWIS.
- Addition of a new validation that will require an email address to be entered in the Reporter screen if the preferred notification method is marked as email.
- TEAM Ohio Narrative field sizes have been aligned to the standard 4000 characters.

The following updates are planned for the July 5, 2025 deployment:

- Resolution to access issues encountered by some users due to their account configurations.
- Addition of a new role for view only access for state employees.
- Addition of Stranger Danger as an intake type.

Additional enhancements coming soon:

- Auto-refresh feature that will add to the usability and take away the need to manually refresh your web browser to show saved data on the screen.

The next TEAM Ohio Office Hours is scheduled for Wednesday, July 30, 2025, 12:30-2PM. This is an opportunity to learn about upcoming features, the ability to ask questions, and receive 1:1 assistance in a break-out room if requested. Join the meeting with this link.

Who to contact?

If you have additional questions pertaining to this Deployment Communication, please contact the Customer Care Center.