



Department of Children and Youth Memo 26-010

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

FROM: Brittaney Carter, Chief Information Officer

DATE: February 17, 2026

SUBJECT: Deployment Communication for the February 2026 Release for Taking Early Action Matters (TEAM) Ohio

What problem are we trying to solve?

TEAM Ohio went live statewide on 05/01/2025 with its integration to Ohio Statewide Automated Child Welfare Information System (SACWIS). The Department of Children and Youth (DCY) has continued to make improvements to TEAM Ohio by making enhancements, resolving issues, and adding functionality to improve the system. The following issues are being resolved in TEAM Ohio with this deployment:

- TEAM Ohio allows screening decision makers to select the Alternative Response pathway for intakes other than Child Abuse/Neglect reports, which is not a valid selection.
- The “Date Reporter Contacted Agency” field on the TEAM Ohio Intake PDF displayed a time that was four hours later than the actual time recorded in the intake.
- Due to the migration of the Customer Care Center (CCC) and Salesforce upgrade, the live chat functionality within OCAF is being disabled starting on 02/14/2026. In order to chat with a live agent, please use the link below.
- Line returns typed in the original screening decision comments field caused an error message to display when sending updates to Ohio SACWIS, “Intake must be unlinked from the Ohio SACWIS case to change screening decision” even when the decision details were not changed.

What can you expect?

The following changes will be made to address the above issue:



- When you select Screened In as the decision for a Dependency or Family in Need of Services (FINS) intake, the Screening Pathway will automatically be set to Traditional Response and not be editable.
- The “Date Reporter Contacted Agency” field on the report will display the correct time, matching what is shown on the Reporter screen.
- A link to the CCC has been added to TEAM Ohio to assist in chatting with a live agent.
- When sending updates to Ohio SACWIS, the error message, “Intake must be unlinked from the Ohio SACWIS case to change screening decision,” will only display when the screening decision information has been changed.

How can you prepare?

The most up to date TEAM Ohio User Guides can be found [here](#).

Deployment Details

The deployment of the items referenced above is planned for February 26, 2026.

Who to contact?

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