Ohio | **Department of Job and Family Services**

Mike DeWine, Governor
Jon Husted, Lt. Governor
Matt Damschroder, Director

Reporting and Notification Portal Workgroup
September 27, 2022

Benefits

- Streamlining referral process
- Realtime integration with Ohio SACWIS
- Supporting documents can be submitted with the referral
- Reduction in time spent on a referral
  - Michigan saw a **45% decrease**
- Assist with the workforce crisis
- Send notifications and letters directly

Data

- During 2022, **266,540 intakes** were recorded in Ohio SACWIS

- If every call took 10 minutes, **30,554 hours** spent in 2022

- If every referral came through the portal, screeners would be **saving 13,750 hours**

Purpose

- To implement a "self-service" reporting portal that can be used community-wide to enter child abuse and neglect referrals

- Allow for real-time reporting to Public Children Service Agencies (PCSAs)

- Assist with the workforce crisis

Drivers for the Portal

Comprehensive Addiction and Recovery Act (CARA) requirements

- Federally required CARA Notification.
- Plan of Safe Care (PoSC) functionality will be added within the portal to meet state and federal Comprehensive Addiction and Recovery Act (CARA) requirements.

CST Recommendations & Workforce Crisis

- Reduce organizational and state level red tape.
- Explore and identify technological solutions and support caseworkers.

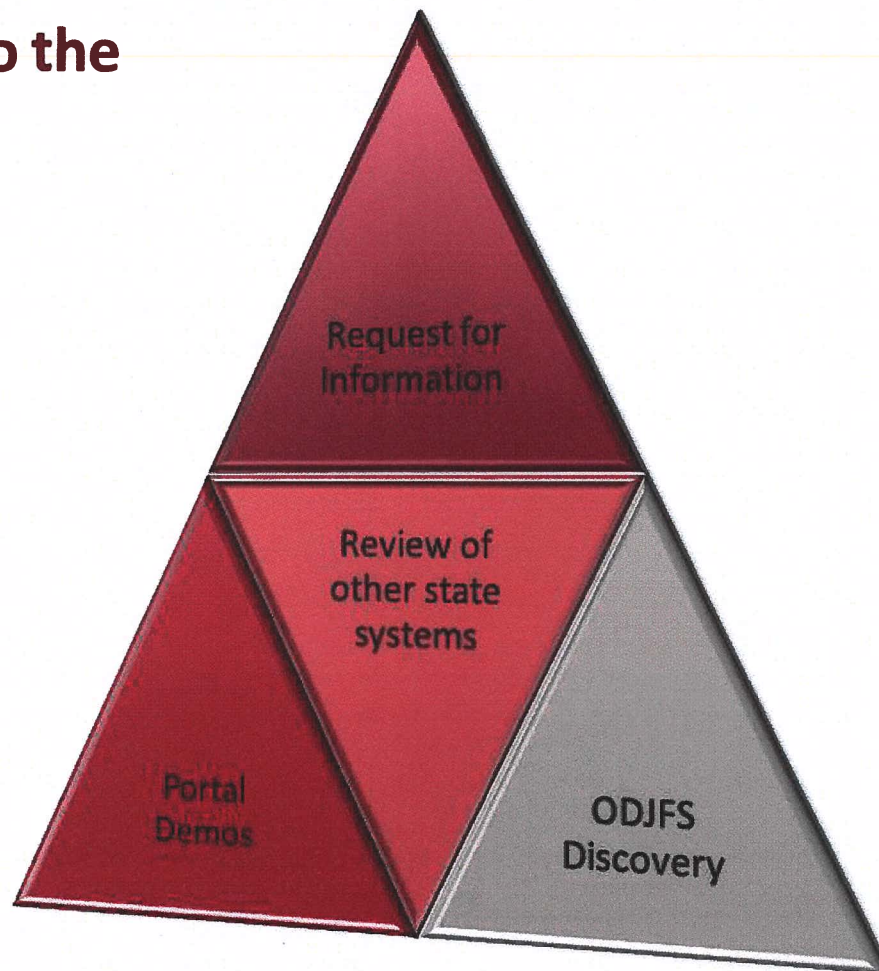# Drivers of the Portal

Ease of Access

- Reduction of hotline call wait times and screener data entry into Ohio SACWIS.
- Referrals can be made directly to agencies, at any time of day, with supporting documentation submitted, if applicable.
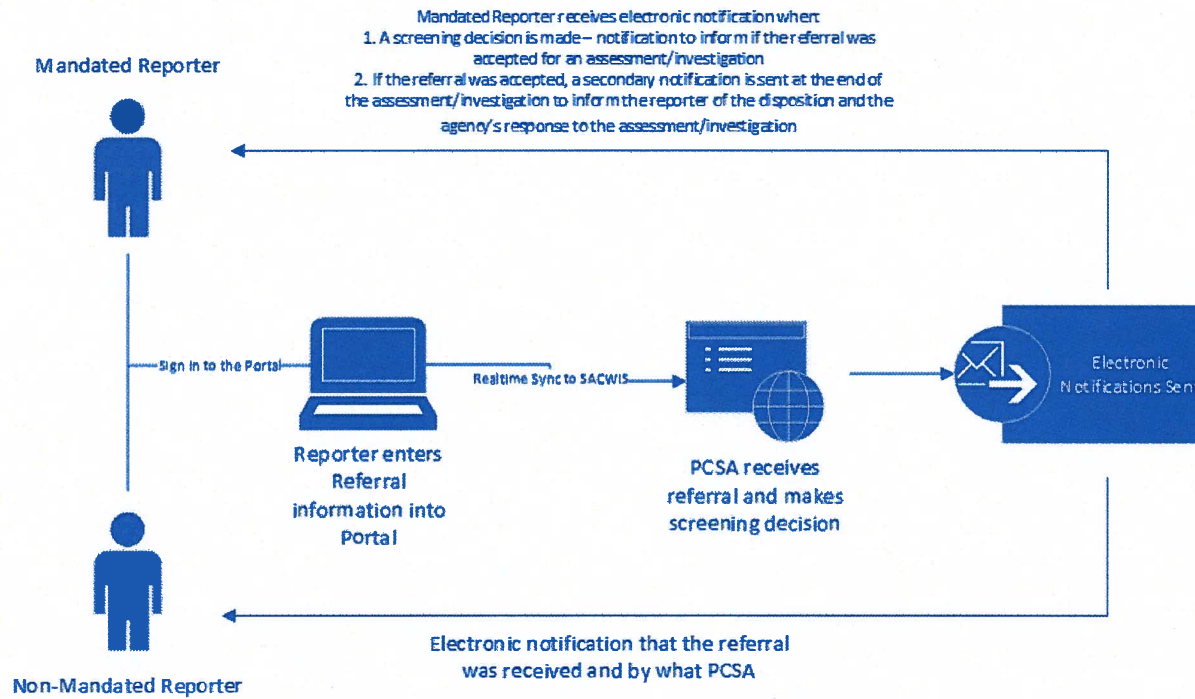
Customer Focused

- Gives referents more options for reporting which helps mitigate the problem of both wait times and abandoned calls.
- Reporter's information is saved and historical reports are shown for records.
- Electronic notifications to mandated reporters for screening and case decisions.

Efforts Leading Up to the Workgroup

Future State for Screeners

Future Plans

- CARA Plan of Safe Care

- Community Response Guide

Reporting and Notification Portal Name Ideas

Previously submitted ideas:

- OhioCARES: Ohio Child Abuse/Neglect Reporting Electronic System
- OCARS: Ohio Child Abuse/Neglect Reporting System
- Team Member ideas?

Further submissions can be sent to SACWIS_ACCESS@jfs.ohio.gov

Exploring Myths, Benefits, Worries & Strategies

Whiteboard Activity