



Department of
Job and Family Services

Mandated Reporter User Guide

TEAM Ohio
Taking Early Action Matters



TEAM Ohio User Guide

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TEAM Ohio User Guide

Overview

This guide describes how to use **TEAM Ohio** as a Mandated Reporter. This portal was created to allow users to submit referrals of suspected child abuse, neglect and/or dependency.

Important: If you believe a child is in immediate danger of serious harm or immediate action is needed to ensure child safety, please call law enforcement and then the local children services agency. If you need the phone number for the local children services agency, call the state directory at 855 O-H-CHILD (855-642-4453). Please do not use TEAM Ohio for reporting emergency concerns.

An emergency means you have reason to believe that a child is threatened or alleged to be abused, neglected or dependent to the point that the child is in immediate danger of serious harm (life threatening or substantial physical suffering).

Please note that as you proceed through the referral process, you may cancel your report at any time prior to submission.

Am I a Mandated Reporter?

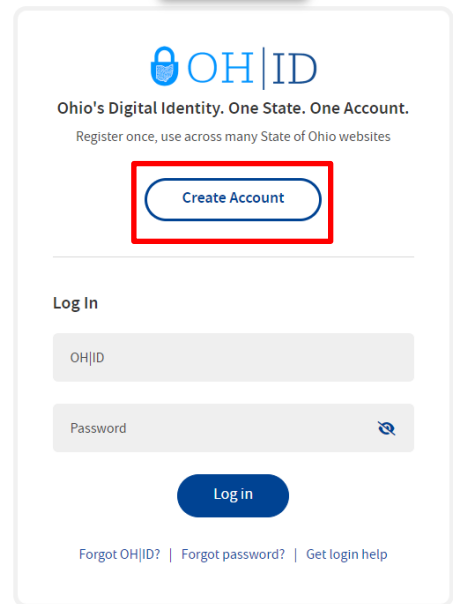
Mandated reporters are required by law to report suspected child abuse, neglect and/or dependency. If you are unsure if you are a mandated reporter, refer to [Section 2151.421](#) of the Ohio Revised Code for a complete list. Examples of Ohio mandated reporters include, but are not limited to:

- Attorney
- CASA Volunteer
- Children's Camp Employee
- Clergy
- Coroner
- Court Personnel
- County Humane Society Agent
- Day Care Provider and/or Employee
- DD Personnel
- Foster Parent
- Guardian ad Litem
- Law Enforcement
- Medical Professional
- Mental Health Professional
- PCSA Employee
- School Employees
- Social Worker

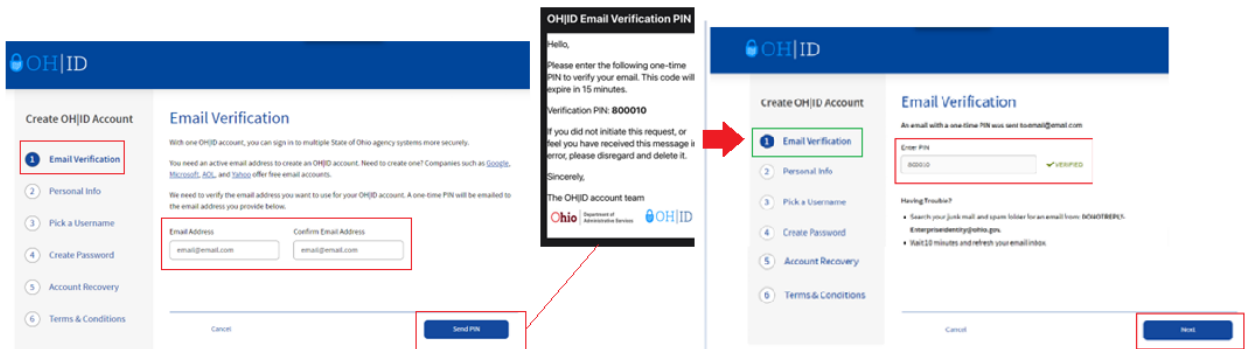
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Gaining Access to TEAM Ohio

1. Proceed to [MyOhio.gov](https://myohio.gov) and click **Create Account**. If you already have an account, you will need to create a new one for **TEAM Ohio**.
2. The **Create OH|ID Account** page will appear. Enter in your e-mail address, then re-enter the same address in the second box, then click the **Send PIN** button.
3. The **E-mail Verification** page will appear, stating an e-mail with a one-time PIN has been sent to your e-mail.



[Find out more about OH|ID >](#)



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8. *Optional:* Provide a Mobile Number for easier account recovery in the future, then click **Send PIN**. Otherwise, click [skip this step](#).

The screenshot shows the 'Account Recovery' step in the account creation process. On the left, a sidebar lists steps: Email Verification, Personal Info, Pick a Username, Create Password, Account Recovery (highlighted with a green box), and Terms & Conditions. The main content area is titled 'Account Recovery' and explains that adding a mobile number is the primary way to reset a password. It includes a 'Set up mobile/text message account recovery' section with a 'Mobile Number' input field and a 'Send PIN' button. Below this, there is a note about skipping the step and a 'Next' button highlighted with a red box.

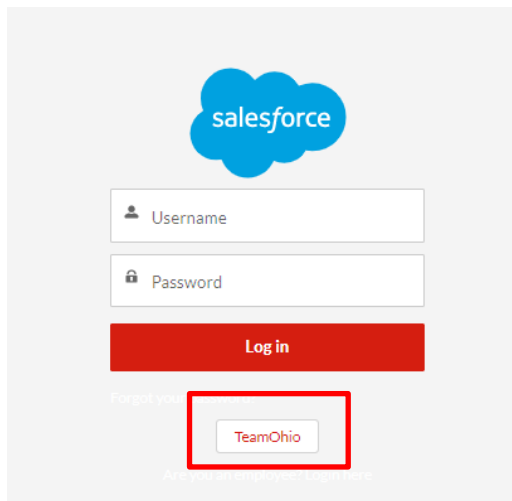
9. Read through the **Terms & Conditions** and click the box next to **I Agree**. Confirm you are not a robot by answering the question asked at the bottom of the screen. A **VERIFIED** prompt will display if answered correctly. Then, click **Create Account**.

The screenshot shows the 'Terms & Conditions' step. The sidebar highlights 'Terms & Conditions' with a green box. The main content area contains the terms and conditions text. Below the text, there is an 'I Agree' checkbox highlighted with a red box. Underneath is a 'Confirm you are not a robot' section with a CAPTCHA question: 'What is the 2nd digit in 219017?'. The input field contains '1' and is followed by a 'VERIFIED' status, both highlighted with a red box. At the bottom right, a 'Create Account' button is highlighted with a red box.

10. You'll receive a confirmation screen which indicates that your account is being created, and to check your e-mail for details. Click on [log in to OH|ID](#) once you receive that e-mail.

The screenshot shows the 'Check your Email' step. The sidebar lists steps: Email Verification, Personal Info, Pick a Username, Create Password, Account Recovery, and Confirmation (highlighted with a green box). The main content area is titled 'Check your Email' and states that the account is being created. It displays the OH|ID and email address: 'OH|ID: annadptvemo@gmail.com' and 'Email: email@gmail.com'. It also includes a note to return to the login page upon receiving a confirmation email.

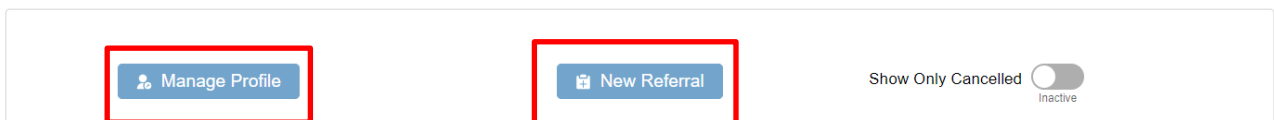
11. Users will log into the **TEAM Ohio** site using their newly created OH|ID and password after obtaining the URL from their point of contact at the PCSA.



12. The landing page of **TEAM Ohio** will contain information contained in the first section of this guide, the Privacy Statement, and buttons which will allow you to **Manage Profile**, create a **New Referral**, or perform **Actions** on your existing Referrals. Each option is described in a section below.

Privacy Statement

By accessing and using this computer system, you are consenting to system monitoring for network administration and security purposes. Any information entered into this system will be uploaded and stored within the Taking Early Action Matters (TEAM) Ohio system as well as the Ohio Statewide Automated Child Welfare Information system. Account information and all submitted referrals will be available to authorized children services personnel statewide as well as personnel employed by the Ohio Department of Job and Family Services (ODJFS). Anyone who attempts to gain unauthorized access to, or exceed authorized access to this system could be subject to criminal and civil penalties and/or administrative action. If you are aware of any such unauthorized activities, it is your responsibility to notify the system administrator immediately.



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00303546	Franklin	Mental Health Wo...	In Progress	04/04/2023, 11:37...	 
00303658	Franklin	Mental Health Wo...	Submitted	04/13/2023, 10:12...	
00303530	Franklin	Mental Health Wo...	Submitted	04/04/2023, 08:22...	
00303639	Franklin	Mental Health Wo...	Submitted	04/11/2023, 02:12...	
00303638	Franklin	Clinic or Hospital ...	Submitted	04/11/2023, 02:11...	
00303529	Franklin	Clinic or Hospital ...	In Progress	04/04/2023, 08:17...	 

Manage Profile

1. Click on the **Manage Profile** button as shown in the screenshot above.

The **Profile** page displays.

Reporter Profile Section

1. Review the information in the **Reporter Profile** section. If any changes are needed, click the **Update** button.

Reporter Profile



Lastname	Firstname	Gender
TEAM Ohio	Reporter1	Male
Email	Phone	Address
@jfs.ohio.gov	2342342342	123 Test Clty, Ohio 34324

The **Update Reporter Profile** page appears.

Important: All fields marked with a red asterisk (*) are required.

2. Edit any field by clicking your cursor in the text box or by selecting the appropriate value for ***First Name**, **Middle Name**, ***Last Name** and/or **Gender**.
3. Select all boxes that apply for ***Race**
4. Enter your work **Address**.
5. Enter your work **Email** address.
6. Enter your work **Phone** number.
7. Click **Save** to complete your record. Any missing information will be highlighted in **red**. Correct the needed entry, then click **Save** again if needed.

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Update Reporter Profile

* First Name: Reporter1 Middle Name: Last Name: TEAM Ohio

Gender: Male Hispanic/Latino: No

* Race:
 American Indian
 Asian
 Black/African American
 Native Hawaiian
 White
 Other Pacific Islander
 Alaskan Native
 Multi-racial (one or more races unknown)
 Multi-racial (all races unknown)
 Declined

Address 1: 123 Test Address 2:

City: City State: Ohio Zip: 34324

Email: y@jfs.ohio.gov Phone: (234) 234-2342

[Cancel](#) [Save](#)

- Click **Close** after receiving the validation message **Success – your profile has been updated successfully**.

Success

Your profile has been updated successfully!

[Close](#)

You will be returned to the **Profile** page.




Employer Section

Review the information in the **Employers** section. From here, you may modify an existing Employer record or add a new one using the instructions below.

Add Employer

- To add a record, click the **Add Employer** button.

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Employers				+ Add Employer
	Dr. Smith 500 Main St New Rochelle Ohio 10801	Mental Health Worker	Update	Delete
	Hastings Ranch, LLC. 123 Elk Lane Mozambique Ohio 12345	Mental Health Worker	Update	Delete
	Test Reporter 1 123 flightline DR. Somewhere Ohio 65321	Clinic or Hospital Physician	Update	Delete

The **Employer Information** screen appears.

2. Enter in or select the following information (all values marked with * are required):

- Check box if **Solo Practitioner**
- **Name** *
- **Role/Title** * (see [Appendix A](#) for a list of all Role/Title values)
- **Address Line 1** *
- **Address Line 2**
- **City** *
- **State** *
- **Zip** *
- **Email**
- **Phone** *
- **Phone Extension**
- **Check this box if your work location is different from employer's address, if applicable**

3. Click **Save**.

Note: The system will highlight any missing required information in red, if applicable. Correct any missing information and click **Save** again to proceed.

Employer Information

Solo Practitioner * Name

* Role/Title

* Address Line 1 Address Line 2

* City * State * Zip

Email * Phone Phone Extension

Check this box if your work location is different from employers address

[Cancel](#) [Save](#)

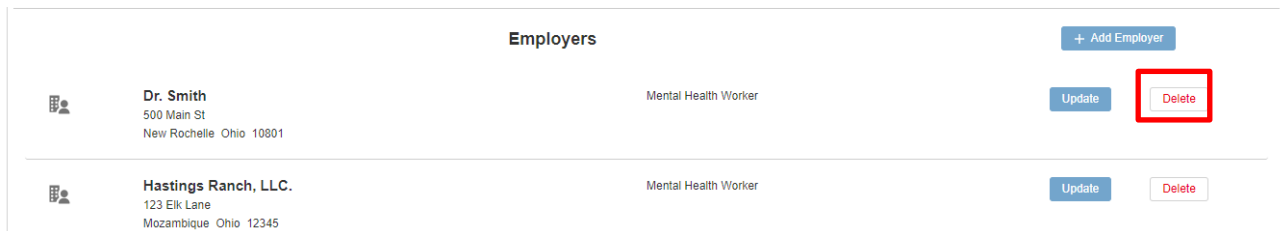
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4. A confirmation message is received upon successful **Save**. Click **Close** to return to the **Profile** page.



Delete Employer

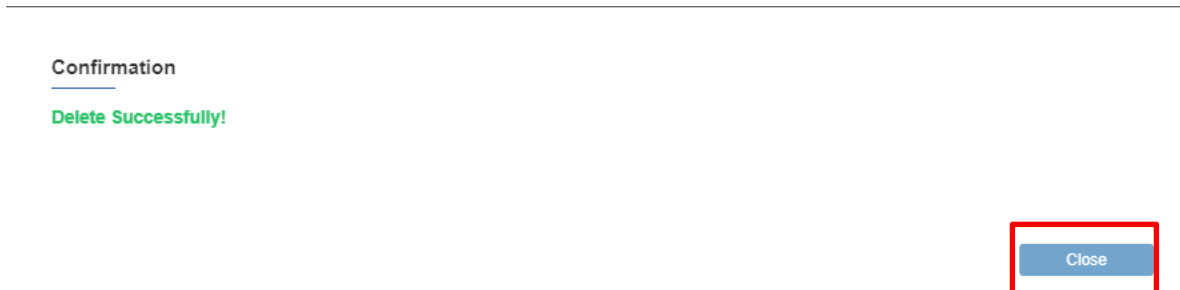
1. If you need to remove an **Employer** you no longer work for, click the **Delete** button next to that entry.



2. A pop-up message appears to **Confirm Delete**. Select one of the radio buttons, then click **Confirm**.



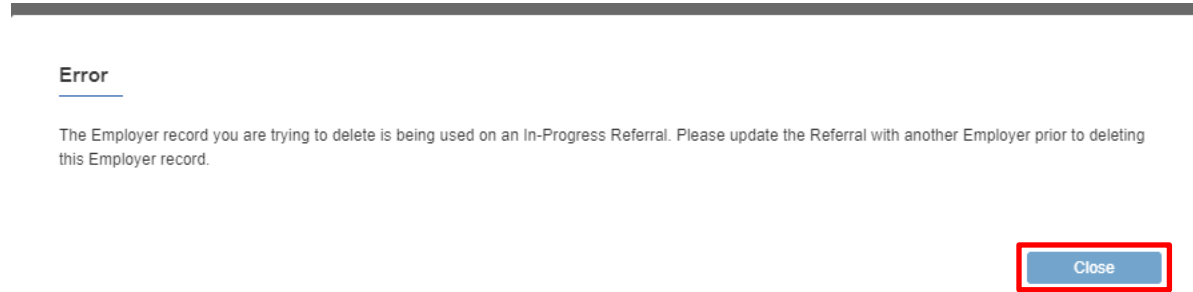
3. If you selected **Yes**, a message will be received that the deletion was successful. Click **Close** to return to the **Profile** page.



4. If you selected **No**, the deletion is cancelled. Click **Close** to return to the **Profile** page.

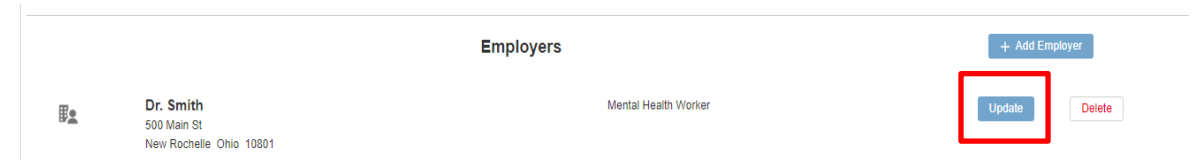
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- Alternatively, an error message will be received indicating you are unable to delete the record because it is being used on an In-Progress Referral, and that you must update the Referral with another Employer prior to deleting the Employer record. Click **Close**, and the Employer record will remain undeleted.

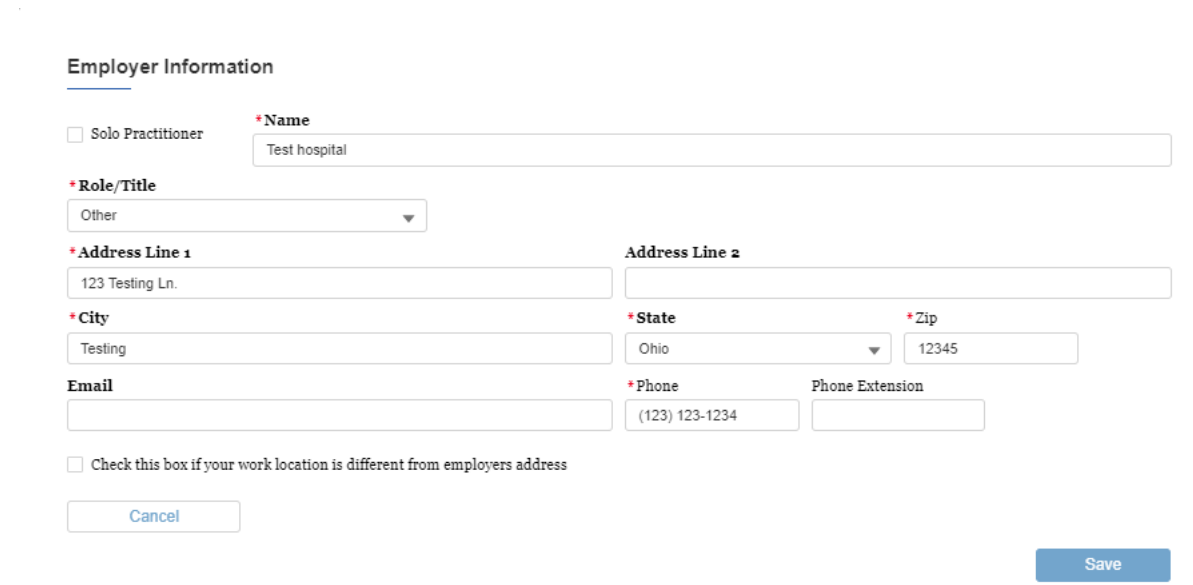


Update Employer

- Click **Update** next to the Employer record you wish to modify.



The **Employer Information** screen appears.



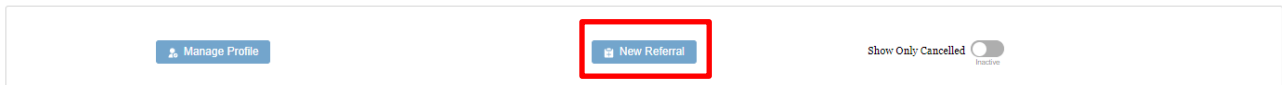
- Edit any entered information as desired.
- Click **Save**.
- A confirmation message is received upon successful **Save**. Click **Close** to return to the **Profile** page.

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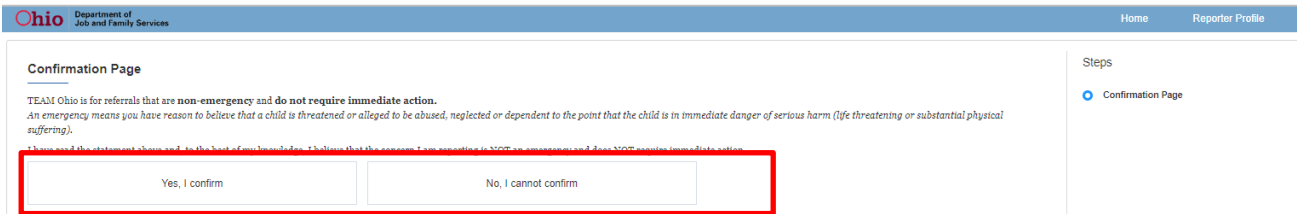
Creating a New Referral

1. Click the **New Referral** button from the main landing page.

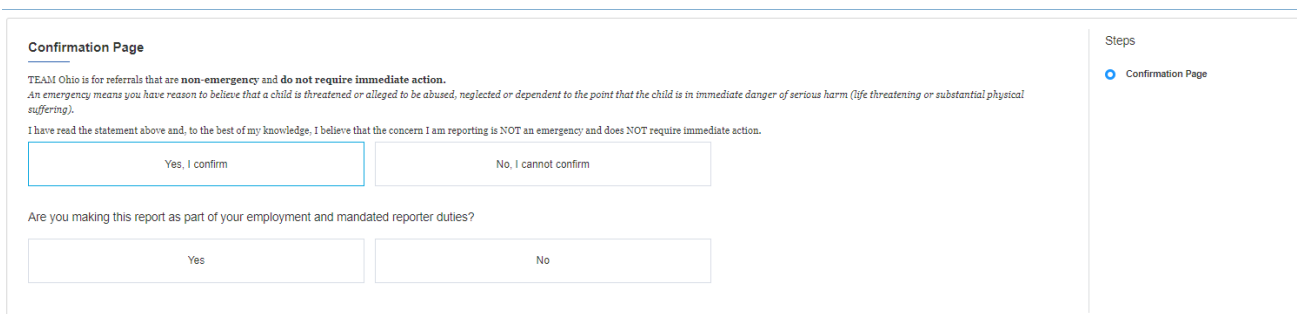


The **Confirmation Page** appears.

2. On the first page of the referral, you will be asked to confirm the information you are reporting is not emergent and does not require an immediate response for child safety.
3. This is what we call a dynamic question, which you will see throughout the referral. Dynamic questions mean that it works differently based on the response given.
4. Click **Yes, I confirm** or **No, I cannot confirm** as applicable to the statement on the Confirmation Page.



5. If **Yes, I confirm** is selected, the system dynamically presents the question **Are you making this report as part of your employment and mandated reporter duties?** Select **Yes** or **No**.



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- If **No**, is selected, a message explaining what your next actions should be appears, asking you to call 911 and the local PCSA. Click **OK**. You will be returned to the **TEAM Ohio** main page.

The screenshot shows the 'Confirmation Page' in the TEAM Ohio system. The page includes a header with the Ohio Department of Job and Family Services logo and navigation links for 'Home' and 'Reporter Profile'. The main content area contains the following text: 'TEAM Ohio is for referrals that are non-emergency and do not require immediate action. An emergency means you have reason to believe that a child is threatened or alleged to be abused, neglected or dependent to the point that the child is in immediate danger of serious harm (life threatening or substantial physical suffering). I have read the statement above and, to the best of my knowledge, I believe that the concern I am reporting is NOT an emergency and does NOT require immediate action.' Below this text are two buttons: 'Yes, I confirm' and 'No, I cannot confirm'. The 'No, I cannot confirm' button is highlighted with a red box. Below these buttons is the question 'Are you making this report as part of your employment and mandated reporter duties?' with 'Yes' and 'No' buttons. The 'No' button is also highlighted with a red box. At the bottom of the form, there is an 'OK' button, which is highlighted with a red box. On the right side, there is a 'Steps' section with a blue circle next to 'Confirmation Page'.

- If you click **Yes**, the system will present the button to select **Proceed to Referral**.

The screenshot shows the 'Confirmation Page' in the TEAM Ohio system. The page includes a header with the Ohio Department of Job and Family Services logo and navigation links for 'Home' and 'Reporter Profile'. The main content area contains the following text: 'TEAM Ohio is for referrals that are non-emergency and do not require immediate action. An emergency means you have reason to believe that a child is threatened or alleged to be abused, neglected or dependent to the point that the child is in immediate danger of serious harm (life threatening or substantial physical suffering). I have read the statement above and, to the best of my knowledge, I believe that the concern I am reporting is NOT an emergency and does NOT require immediate action.' Below this text are two buttons: 'Yes, I confirm' and 'No, I cannot confirm'. The 'Yes, I confirm' button is highlighted with a red box. Below these buttons is the question 'Are you making this report as part of your employment and mandated reporter duties?' with 'Yes' and 'No' buttons. The 'Yes' button is highlighted with a red box. At the bottom of the form, there is a 'Proceed to Referral' button, which is highlighted with a red box. On the right side, there is a 'Steps' section with a blue circle next to 'Confirmation Page'.

Tips for Completing a Referral

- A **Save for later** link is available which can be utilized at any time to retain the work completed. You may then return to the referral later to complete it.
- As you navigate through the Referral sections, the **Steps or progress** bar on the right-hand side of the page will provide an overview of your progress. Areas of the referral which are complete will display with a green checked circle. Topics which have been viewed but not completed will show as blue circles. Sections showing a grey circle have not yet been visited.
- Once a section has been completed or viewed, you may return to it at any time by clicking the circle of the appropriate topic. Otherwise, the system will guide users through the different sections of the Referral from top to bottom as you complete each topic.

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4. As you complete the Referral, please remember that all fields marked with a red asterisk (*) are required.

The link to this Mandated Reporter User Guide is at the top of every page. **Referral Detail Section**

1. ***Select county for this referral** (where the child(ren) reside) from the drop-down.

Note: During the pilot stage, only a few counties will be available. If the county you are looking for isn't available, please call the children services agency directly.

2. ***Click the magnifying glass in the box for Please confirm the employer you are making a mandated report through.** The system will return a list of all employer records you have active. Click on the appropriate Employer name.

Note: If the needed Employer record hasn't been entered, click the **+ Add Employer** button and refer to the section [Add Employer](#) for instructions.

3. ***Enter the Professional relationship to the alleged child(ren) victim** in this report: in the text box.

Note: If more space is needed in this section as you are typing, click on the two lines in the lower right-hand corner of the text box. A double arrow will appear, allowing you to expand or minimize the text box as desired.

4. Click the **Save & Continue** button.

Referral Detail

TEAM Ohio only accepts referrals for children who reside in the below listed counties. If the child you are concerned about resides in a county not listed below, please contact that county children services agency directly. The state directory will connect you to your local children services agency at 855 O-H-CHILD (855-642-4453).

***Select county for this referral:**

Franklin

***Please confirm the employer you are making a mandated report through:**

Test hospital + Add Employer

***Professional relationship to the child subject(s) in this report:**

test

Save & Continue

Steps

- Confirmation Page
- Referral Detail
- Add Participants
- Participant Relationships
- Add Witnesses
- General Information
- Physical & Emotional Abuse
- Neglect
- Sexual Abuse
- Substance Use
- Domestic Violence
- Other Concerns
- Wrap Up
- Submit Report

Add Participants Section

In this section, it is important to add at least one Child Subject and all household members you are aware of, along with any other individuals involved with the concern. You will be asked to provide their demographic, address, and contact information, along with their role in the incident/concerns you are reporting. This information is important for children services to identify and locate the family, so please be as thorough as possible.

Please add a Participant record for each of the following people:

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- The child(ren) you are concerned about
- Parents/guardians/custodians of the child(ren), whether they live in the home or not
- All household members
- All Alleged Perpetrators, whether they live in the home or not

1. Click on the box for **+ New Participant**.

Add Participants

In this section, you will list all children in the home, along with all household members, and any others involved in the concerns. You will be asked to provide their demographic, address, and contact information, along with their role in the incident/concerns you are reporting. This information is important for children services to identify and locate the family, so please be as thorough as possible.

Please add a Participant record for each of the following people:

- The child(ren) you are concerned about
- Parents/guardians/custodians of the child(ren), whether they live in the home or not
- All household members
- All Alleged Perpetrators, whether they live in the home or not

An Unknown Participant record can be created for anyone whose name is unknown or only partially known. Click the **+New Participant** card below to add each person.

You must select at least one Child Subject, whether known or unknown.

Warning: Navigating away from this page without using the Save for Later button or Next button will result in the loss of all Participants you have entered.

+ New Participant

Save for later

Previous Next

Steps

- Confirmation Page
- Referral Detail
- **Add Participants**
- Participant Relationships
- Add Witnesses
- General Information
- Physical & Emotional Abuse
- Neglect
- Sexual Abuse
- Substance Use
- Domestic Violence
- Other Concerns
- Wrap Up
- Submit Report

The **Participant Details** screen appears.

2. Enter/select as much information about the individual as you know/have access to. Once the extent of known information is entered, you may check the box at the top which indicates **Participant is unknown or partially known**. The fields on this screen include the following:

- ***First Name***
- Middle Name
- ***Last Name**
- Suffix
- ***Date of Birth – use format MM-DD-YYYY or select from calendar icon.**
Note: If the exact date of birth is not known, you may check the box for Estimated DOB, DOB Unknown or enter Age Range (From Age – To Age).
- DOD (Date of Death) or check box for Deceased Date Unknown, if applicable.
- Gender
- SSN (Social Security Number)
- Hispanic/Latino
- ***Race (check all that apply)**
- ***Role *** (see [Appendix B](#) for a list of values and additional explanations of Roles)
- ***Address (can select Unknown Address)**
- Contact Type (Additional fields will appear to fill in based on the Contact Type selected, such as email or phone.)

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3. Click **Save** to add this information to the referral OR click **Cancel** to erase your entered information and return to the **Add Participants** screen.

Please enter as much information about this person as you can.
If you do not know the person's first and last name, please enter any information that is known below, and then select the "Participant is unknown or partially known" checkbox. The system will populate the missing first and/or last name and flag this as an unknown participant.

Participant is unknown or partially known

* First Name Middle Name * Last Name Suffix

* Date of Birth Estimated Date of Birth OR Date of Birth Unknown Age Range: From Age To Age

Date of Death Deceased Date Unknown Gender SSN

Hispanic/Latino

* Race (check all that apply)

- Asian
- Black/African American
- Native Hawaiian
- White
- Other Pacific Islander
- Alaskan Native
- Multi-racial (one or more races unknown)
- American Indian
- Unable to Determine
- Unknown
- Multi-racial (all races unknown)

* Role (check all that apply)

- Alleged Perpetrator (AP)
- Caretaker
- Child Daycare Provider
- Child Subject of Report
- Custodian
- Group Home Staff
- Nonrelative Foster Parent
- Nonrelative Kinship Provider
- Other Involved Adult (OIA)
- Other Involved Child (OIC)
- Other Professional
- Parent
- Relative Kinship Provider
- Residential Facility Staff

Address: Unknown Address

* Address Line 1

Address Line 2 * City * State

* Zip Code

Contact Type

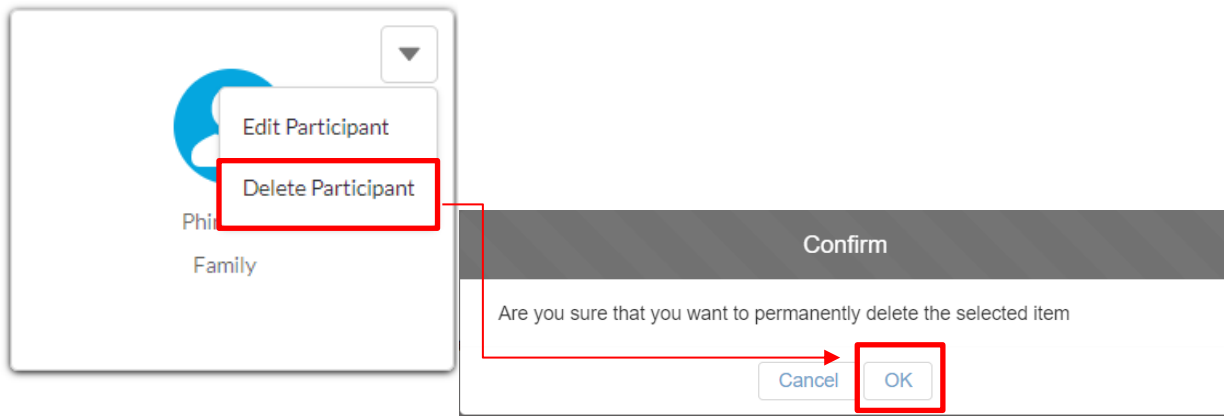
4. The entered individual will now display on the screen in a box with their name. The **+New Participant** box will be available to continue adding individuals to the Referral.

Save for later

Previous

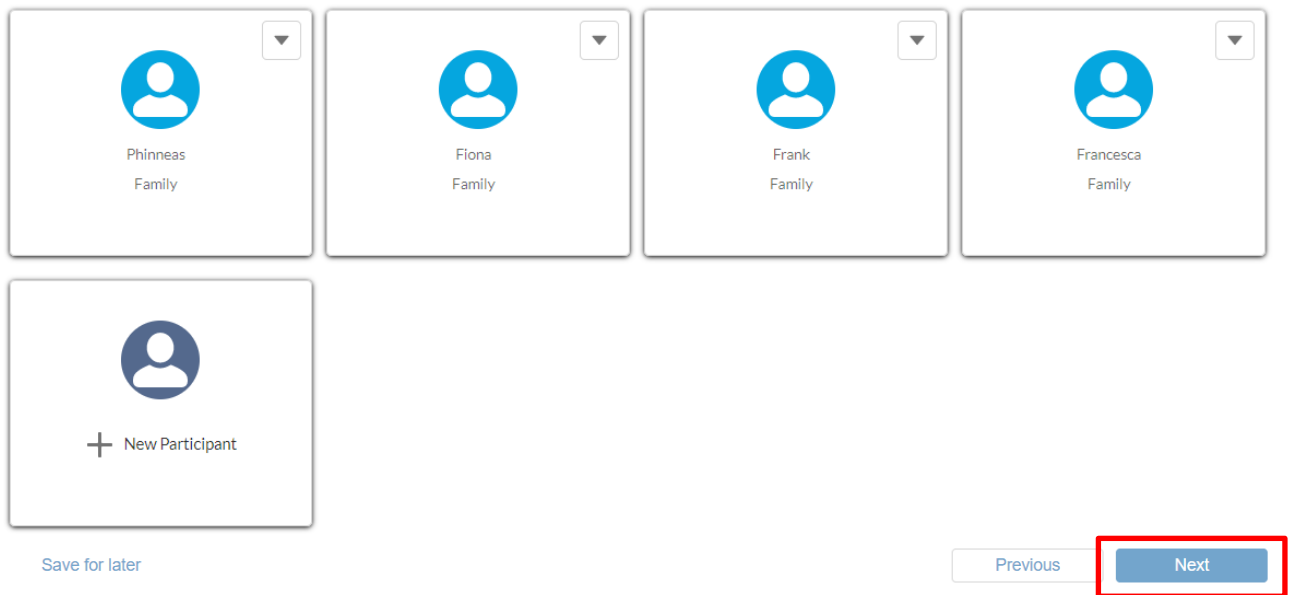
5. If you need to edit or remove an entered participant, click on the down arrow of the box of the individual and select **Edit Participant** or **Delete Participant** as applicable. **Edit Participant** will take you back to the details screen to modify their information. **Delete Participant** will bring up a confirmation screen asking if you are sure you want to permanently delete the participant. Click **OK** to delete or **Cancel** to retain that person's record.

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- Continue adding individuals to the Referral until you have entered as many **Participants** as are known. Then, click **Next** to proceed to the **Participant Relationships** section.

Note: You may click **Previous** to return to the **Referral Details** section.



Warning: Navigating away from this page without using the Save for Later button or Next button will result in the loss of all Participants you have entered.

Participant Relationships Section

Enter information about **Participant Relationships** in the text box explaining how the participants are related to one another

- Please provide detailed information to aid the PCSA in making appropriate screening decisions

- Then, click **Next** to proceed to the **Add Witnesses** section.

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Note: You may click **Previous** to return to the **Add Participants** section.

Participant Relationships

* Please describe how the participants are related to one another:

Save for later

Previous Next

Steps

- Confirmation Page
- Referral Detail
- Add Participants
- Participant Relationships**
- Add Witnesses

Add Witnesses Section

Note: This section is optional and should be individuals who are not included as participants of the referral. You may click the **Next** button immediately to proceed to **General Information** if not applicable. If there are witnesses to the incident beyond those entered in the **Add Participants** section, follow these instructions:

1. Click the **+ New Witness** box.

Add Witnesses

Are there any witnesses to this incident that either saw the incident or have knowledge of the incident?

+ New Witness

Save for later

Previous Next

Steps

- Mandated Report
- Referral Detail
- Add Participants
- Participant Relationships
- Add Witnesses**
- General Information
- Physical & Emotional Abuse

The Witness information screen appears.

2. Enter a **First Name** and/or **Last Name** *
3. Enter an **Email** and/or **Phone** *
4. Click **Save** to add this information to the referral or **Cancel** to delete the entered information and return to the **Add Witnesses** page.

Please enter at least one name field and email or phone

* First Name

* Last Name

* Email

* Phone

Cancel Save

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- If you need to edit or remove an entered Witness, click on the down arrow of the box of the individual and select **Edit Witness** or **Delete Witness** as applicable.
 - Edit Witness** will take you back to the details screen to modify their information.
 - Delete Witness** will bring up a confirmation screen asking if you are sure you want to permanently delete the Witness. Click **OK** to delete, **Cancel** to retain that person's record.
- Continue adding individuals to this section until you have entered as many **Witnesses** as are known. Click **Next** to proceed to the **General Information** section.

Note: You may click **Previous** to return to the **Participant Relationships** section

Add Witnesses

Are there any witnesses to this incident that either saw the incident or have knowledge of the incident?

Warning: Navigating away from this page without using the Save for Later button or Next button will result in the loss of all Witnesses you have entered.

Save for later

Previous Next

Steps

- Confirmation Page
- Referral Detail
- Add Participants
- Participant Relationships
- Add Witnesses**
- General Information
- Physical & Emotional Abuse
- Neglect
- Sexual Abuse

General Information Section

- Answer **Yes** or **No** for all three questions.
- If answering **Yes** to **Has Law Enforcement been contacted or are they involved for the concerns in the report?**, answer the corresponding questions which dynamically display.

Important: On any question where an 'i' circle icon is located, hovering over that icon will provide additional information about the question or data needed.

Human trafficking of a child means: Child is subjected to forced labor (including labor in illicit industries such as drug trafficking) and/or is involved in commercial sex.

i

- Click **Next** to proceed to the **Physical & Emotional Abuse** section.

Note: You may click **Previous** to return to the **Add Witnesses** section.

TEAM Ohio User Guide

General Information

Please answer the questions contained in this referral to the best of your ability. If you do not have information that is being asked of you, please indicate that in your responses.

* Are the concerns in this report about a child death/fatality or near death/fatality? Yes No

* Are there concerns for alleged human trafficking of a child(ren)? Yes No

* Has Law Enforcement been contacted or are they involved for the concerns in this report? Yes No

[Save for later](#) [Previous](#) [Next](#)

Steps

- Confirmation Page
- Referral Detail
- Add Participants
- Participant Relationships
- Add Witnesses
- General Information**
- Physical & Emotional Abuse
- Neglect
- Sexual Abuse

Physical & Emotional Abuse Section

1. Answer **Yes** or **No** by clicking the corresponding circle for the question **Does this report involve concerns about any type of physical injury, mental/emotional injury or any dangerous act that could/did cause harm to child?**
2. If **No**, you may proceed to the **Neglect** section by clicking the **Next** button.
3. If **Yes**, check all the boxes that apply for concerns of **Physical & Emotional Abuse**.

Physical & Emotional Abuse

* Does this report involve concerns about any type of physical injury, mental/emotional injury or any dangerous act that could/did cause harm to a child? Yes No

* Do your concerns for abuse include any of the following? (Select all that apply)

Please select at least one option:

- Bruises
- Burns
- Broken Bone(s)
- Head Injury
- Ingestion
- Strangulation/Choking
- Shaken Baby
- Excessive Discipline
- Emotional Maltreatment/Mental Injury
- Forced Labor of a Minor
- Any other type of inflicted injury, physical abuse concern, or action by an adult putting a child in danger

Steps

- Confirmation Page
- Referral Detail
- Add Participants
- Participant Relationships
- Add Witnesses
- General Information
- Physical & Emotional Abuse**
- Neglect
- Sexual Abuse
- Substance Use
- Domestic Violence

4. For each checked box, additional questions will dynamically appear below to provide details.

Important: Please be as detailed as possible when answering each question.

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*** Please provide details of the excessive discipline used on the child(ren):**

- Who was it done by (if unknown, who had access to the child),
- What were the circumstances,
- Does the child have any injuries due to the discipline?

*** Please provide details of the emotional maltreatment and/or mental injury to the child(ren):**

- Who caused the mental injury (if unknown, who had access to the child),
- How was the mental injury caused,
- What behavior is the child(ren) showing that indicates mental injury?

*** Please provide details of any other inflicted injury, physical abuse or action by an adult causing danger to the child(ren) not noted above. Please give as much detail as possible.**

- Who caused the injury or abuse (if unknown, who had access to the child),
- What were the circumstances,
- Does the child have a current injury or pain?

*** Please provide details on when the reported abuse occurred:**

- Date of each incident, if known. Provide estimated date if possible,
- Duration of the abuse,
- Frequency, if applicable.

4. Answer the final questions at the bottom by clicking the appropriate circle button, answering the clarifying questions that will appear depending on the chosen response, then click **Next** to proceed to the **Neglect** section.

Note: You may click **Previous** to return to the **General Information** section.

*** Is the explanation of the injury consistent with observation and/or medical opinion?**

Yes

No

Unknown or no explanation provided

*** Has the child(ren) been seen by a medical or mental health professional for the abuse?**

Yes, the child(ren) has been seen for the abuse

At least one child has not been seen but needs to be

No, but child(ren) does not need to be seen

Unknown

[Save for later](#)

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Neglect Section

1. Answer **Yes** or **No** by clicking the corresponding circle button for the question **Does this report involve concerns about the child(ren)'s basic needs, living conditions, education, or medical needs?**
2. If **No**, you may proceed to the **Sexual Abuse** section by clicking the **Next** button.
3. If **Yes**, check all the boxes that apply for concerns of **Neglect**.

TEAM Ohio User Guide

This script has been automatically saved. In order to resume in the future: Copy the link or Email me the link

Neglect

* Does this report involve concerns about the child(ren)'s basic needs, living conditions, educational or medical needs?
 Yes
 No

What concerns do you have for the child(ren) in the household? (multiple answers allowed)

- Failure to provide basic needs (such as food, shelter, clothing)
- Lack of supervision by parent/caregiver
- Dirty/Unsanitary/Unsafe Home
- Child's Hygiene/Lice
- Educational Neglect
- Medical Neglect (including failure to thrive non-organic)
- Child left with an inappropriate caregiver
- Unsafe sleep conditions of an infant
- Other neglect concerns not listed above

Steps

- Mandated Report
- Referral Detail
- Add Participants
- Participant Relationships
- Add Witnesses
- General Information
- Physical & Emotional Abuse
- Neglect**
- Sexual Abuse
- Substance Use
- Domestic Violence
- Other Concerns
- Details About Child Subject
- Details About Each Alleged Perpetrator
- Wrap Up
- Submit Report

4. For each checked box, additional questions will dynamically appear below to provide details.
5. Answer the final question at the bottom then click **Next** to proceed to the **Sexual Abuse** section.

Note: You may click **Previous** to return to the **Physical & Emotional Abuse** section.

* **Please describe your concerns for the parent/caregiver failing to provide basic needs to the child(ren):**

- What basic needs are not being provided,
- What are the circumstances,
- What effect does it currently have on the child(ren),
- Is the parent/caregiver finding alternative solutions to provide basic needs?

* **Please describe your concerns for lack of supervision:**

- What is the length of time unsupervised,
- Are there safety concerns due to the lack of supervision,
- What are the circumstances,
- Does the child(ren) have access to help in case of an emergency,
- Are there behavioral or developmental concerns for the child(ren)?

* **Please provide details on when the reported neglect occurred:**

- Date of each incident, if known. Provide estimated date if possible,
- Duration of the neglect,
- Frequency, if applicable.

* **Please describe any barriers or beliefs of the family that may be contributing to the reported neglect above.**

TEAM Ohio User Guide

Sexual Abuse Section

1. Answer **Yes** or **No** by clicking the corresponding circle button for the question **Does this report involve concerns about sexual abuse?**
2. If **No** is answered, you may proceed to the **Substance Use** section by clicking the **Next** button.
3. If **Yes** is answered, check all the boxes that apply for concerns of **Sexual Abuse**.

Sexual Abuse

*Does this report involve concerns of sexual abuse?

Yes
 No

*What concerns for sexual abuse do you have for the child(ren)? (Select all that apply)

Child involved in sexual activity with a relative/caregiver
 Child involved in sexual activity with an authority figure
 Child involved in sexual activity with a stranger
 A child between the age of 13 and 15 years old, who is sexually involved with any person(s) more than four years older in age.
 Child is exhibiting abnormal sexualized behavior(s) or has inappropriate sexual knowledge for their age
 A convicted sexual offender has access to the child(ren) and there is concern for sexual contact
 Actions done to or around a child for the purpose of sexual gratification
 There is concern that the child has been exposed to sexual acts/materials, and/or photographed/recorded in a sexual manner, including "sexting" or inappropriate social media interaction
 Child is involved in sexual activity in exchange for anything of value
 Other sexual abuse concern not listed above

Steps

- Confirmation Page
- Referral Detail
- Add Participants
- Participant Relationships
- Add Witnesses
- General Information
- Physical & Emotional Abuse
- Neglect
- Sexual Abuse**

6. Provide information about each concern in the text box, being as detailed as possible.
7. Answer the final questions at the bottom by clicking the appropriate circle button, answering the clarifying questions that appear depending on the chosen response, then click **Next** to proceed to the **Substance Use** section.

Note: You may click **Previous** to return to the **Neglect** section.

*Please give information about each sexual abuse concern. Be as detailed as possible.

Has the child(ren) seen a medical professional for these concerns?

Yes, the child(ren) has been seen for the abuse
 At least one child has not been seen but needs to be
 No, but child(ren) does not need to be seen
 Unknown

*What medical professional was seen and what was the outcome?

Medical Professional Contact Information (Address and Phone Number, if known)

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Substance Use Section

1. Select one of the boxes for the question **Does this report involve any of the following substance use concerns?** Select all that apply or choose **None of the above**. If **None of the above** is selected, click **Next** to proceed to the **Domestic Violence** section.

Substance Use

* Does this report involve any of the following substance use concerns? Select all that apply:
Please select at least one option:

- Abuse of legal or illegal substances by any parent/caregiver or adult household member
- Intentional abuse of legal or illegal substances by the child(ren)
- Infant tests positive at birth for a legal or illegal substance
- Infant was exposed or affected by a legal or illegal substance which was misused by the parent during pregnancy - this can include no toxicology testing at birth or toxicology results are unknown at this time
- An infant diagnosed with Fetal Alcohol Spectrum Disorder
- None of the above

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Steps

- Confirmation Page
- Referral Detail
- Add Participants
- Participant Relationships
- Add Witnesses
- General Information
- Physical & Emotional Abuse
- Neglect
- Sexual Abuse
- Substance Use**

2. For each box checked other than **None of the above**, answer the questions which dynamically display as a result. Choosing any of the last three substance use concerns regarding a parent's use during pregnancy will trigger additional questions to meet the reporting requirements for CARA, including Plan of Safe Care information. When all questions have been completed, click **Next** to proceed to the **Domestic Violence** or the **Substance Use Continued** (if applicable) section.

Note: You may click **Previous** to return to the **Sexual Abuse** section.

* How did you become aware of the substance abuse?

- Observed
- Told by Another Party
- Positive Toxicology

* Which child(ren) has substance use concerns?
Please select at least one child

- Frank Family

* Is the parent/caregiver aware of any of the child(ren)'s substance use?

- Yes
- No
- Unknown

* Is an adult using substances with or providing substances to any of the child(ren)?

- Yes
- No
- Unknown

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Plan of Safe Care Section

If the Substance Use concerns noted in the prior section were about an infant, additional questions will need to be answered on this screen. This information applies to all infants 12 month and younger if:

- The infant was prenatally exposed to substance misuse (legal and/or illegal),
- The infant is demonstrating symptoms of withdrawal, and/or
- The infant is diagnosed with Fetal Alcohol Spectrum Disorder.

Fill out this section to the best of your ability to assist the PCSA in determining if an adequate Plan of Safe Care is in place. If you are unsure about the service information, please select the closest applicable response and provide any known information.

1. Select the response(s) by clicking the appropriate box and answering any questions which dynamically display as a result. This information is required for compliance with the Comprehensive Addiction and Recovery Act (CARA) as detailed in Ohio Administrative Code Chapter 5101:2-36.
2. Click **Next** to proceed to the **Domestic Violence** section.
Note: You may click **Previous** to return to the **Substance Use** section.

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Plan of Safe Care

What services are in place or needed for the Infant(s):
If you are unsure about the service information, please select the closest applicable response and provide any known information.

Susie Test

***Primary Physician Services**

Referral Needed	Referral Made	In Place	Not Applicable
-----------------	---------------	----------	----------------

***Medical Specialist(s) Services**

Referral Needed	Referral Made	In Place	Not Applicable
-----------------	---------------	----------	----------------

***Early Intervention Services**

Referral Needed	Referral Made	In Place	Not Applicable
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***Other Services**

Referral Needed	Referral Made	In Place	Not Applicable
-----------------	---------------	----------	----------------

What services are in place or needed?

Samantha Test

***Medical**

Referral Needed	Referral Made	In Place	Not Applicable
-----------------	---------------	----------	----------------

***Mental Health**

Referral Needed	Referral Made	In Place	Not Applicable
-----------------	---------------	----------	----------------

***Substance Use Treatment**

Referral Needed	Referral Made	In Place	Not Applicable
-----------------	---------------	----------	----------------

***Domestic Violence Services**

Referral Needed	Referral Made	In Place	Not Applicable
-----------------	---------------	----------	----------------

***Parenting Education/Support**

Steps

- Confirmation Page
- Referral Detail
- Add Participants
- Participant Relationships
- Add Witnesses
- General Information
- Physical & Emotional Abuse
- Neglect
- Sexual Abuse
- Substance Use
- Plan of Safe Care**
- Domestic Violence
- Other Concerns
- Details About Child Subject
- Details About Each Alleged Perpetrator

Domestic Violence Section

1. Answer **Yes** or **No** by clicking the corresponding radio button for the question **Do you have any concerns for domestic violence within the household?**
2. If **No** is answered, you may proceed to the **Other Concerns** section by clicking the **Next** button.
3. If **Yes** is answered, answer the resulting questions and check the boxes that apply for concerns of **Domestic Violence**.

TEAM Ohio User Guide

Domestic Violence

* Do you have any concerns for domestic violence within the household?

- Yes
 No

* How many domestic violence incidents are you aware of for this family?

- One
 More than one

* For the domestic violence incident(s) that you are aware of, please check all that apply:

- Injury to a parent/caretaker
 Injury to a child
 Child intervening with violence
 Child witnessed domestic violence
 Threat and/or use of a weapon
 Threat of killing family member or pet
 Law enforcement called due to domestic violence
 Parent/Caregiver arrested due to domestic violence
 Other

* For each instance of domestic violence that you are aware of, please provide as much detail as possible on the following:

- Who was involved,
- When did it occur,
- What were the circumstances,
- Details on any concerns you indicated above.

Steps

- Confirmation Page
- Referral Detail
- Add Participants
- Participant Relationships
- Add Witnesses
- General Information
- Physical & Emotional Abuse
- Neglect
- Sexual Abuse
- Substance Use
- Domestic Violence**
- Other Concerns
- Details About Child Subject
- Details About Each Alleged Perpetrator
- Wrap Up

4. Answer each question that dynamically displays based on the responses to your concerns of **Domestic Violence**.
5. You will be asked about any controlling behaviors of the caregivers, whether you answer yes or not to the domestic violence concerns.
6. When all questions have been completed, click **Next** to proceed to the **Other Concerns** section.

Note: You may click **Previous** to return to the **Substance Use** section(s).

* As a result of domestic violence, are you aware of any current court involvement or order of protection for a parent/caregiver or anyone else residing in the home?

- Yes
 No

* Please describe any information you know about the court involvement or order of protection:

- Who does the order pertain to,
- When was it issued,
- What court issued the order,
- Are the participants following the court orders?

* Does a family member have a pattern of controlling behaviors that has a negative impact on the child(ren)?

- Yes
 No

* Please describe the pattern of controlling behaviors:

- Who is displaying the behaviors,
- What controlling behaviors are happening,
- What impact does it have on the child(ren)?

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Other Concerns Section

1. Select one of the boxes for the question **Are you reporting concerns regarding any of the following categories?** Select all that apply or choose **None of the above**. If **None of the above** is selected, click **Next** to proceed to the **Details About Child Subject** section.

2. For each box checked other than **None of the above**, answer the questions which dynamically display as a result. When all questions have been completed, click **Next** to proceed to the **Details About Child Subject** (if applicable) section or the **Wrap Up** section.

Note: You may click **Previous** to return to the **Domestic Violence** section.

*** Please describe the circumstances regarding the dependency of the child(ren):**

- What are the concerns for the caretaker or, if applicable, what led to the child not having a caretaker,
- Any physical, mental or behavioral concerns for the caregiver,
- Any physical, mental or behavioral concerns for the child(ren).

*** Please give information for the requested courtesy supervision:**

- Summary of agency involvement;
- Frequency of contacts;
- Frequency of reports back to your agency;
- Needed information to be gathered?

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Details About Child Subject

1. Answer the questions regarding **Details About Child Subject(s)**, who will be listed on this screen as entered earlier in the Referral. Based on the responses chosen, additional questions will dynamically display.
2. When all questions have been completed, click **Next** to proceed to the **Wrap Up** or the Details About Each Alleged Perpetrator section.

Note: You may click **Previous** to return to the **Other Concerns** section.

The screenshot shows the 'Details About Child Subject' form. The form is titled 'Ohio Department of Job and Family Services' and includes a 'Reporter Profile' link. The form contains several sections with text input fields and radio buttons. The 'Next' button is highlighted with a red box. The 'Steps' sidebar on the right lists the following steps: Confirmation Page, Referral Detail, Add Participants, Participant Relationships, Add Witnesses, General Information, Physical & Emotional Abuse, Neglect, Sexual Abuse, Substance Use, Substance Use Continued, Domestic Violence, Other Concerns, Details About Child Subject (highlighted), Details About Each Alleged Perpetrator, Wrap Up, and Submit Report.

Details About Each Alleged Perpetrator (if applicable)

1. Answer the questions regarding **Details About Each Alleged Perpetrator**, who will be listed on this screen if entered earlier in the Referral.
2. When all questions have been completed, click **Next** to proceed to the **Wrap Up** section.

Note: You may click **Previous** to return to the **Details About Child Subject(s) Concerns** section.

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Details About Each Alleged Perpetrator

test test test

*What is the current location of the person you believe caused the abuse or neglect and how long are they expected to be there? Please provide an address, if known.

*What access does this person have to the child(ren)?

*Describe any concerning behavior for the person causing the abuse/neglect.

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Steps

- Confirmation Page
- Referral Detail
- Add Participants
- Participant Relationships
- Add Witnesses
- General Information
- Physical & Emotional Abuse
- Neglect
- Sexual Abuse
- Substance Use
- Substance Use Continued
- Domestic Violence
- Other Concerns
- Details About Child Subject

Details About Each Alleged Perpetrator

Wrap Up Section

1. Answer the questions:

- Are there are any other concerns for the family or household that you have not yet stated in this referral that you believe would be important for the agency to know?
- If the agency needs additional information regarding this referral, please provide the best time(s) within the next 24 hours that you can be contacted by phone. Provide the phone number, if different than the phone number listed on your account in the narrative boxes provided.
 - **Please give detailed information and make every effort to speak to the PCSA if you are contacted back about your report.**
 - Decisions must be made **within 24 hours of receipt** of the information. If the PCSA is unable to get in contact with you for additional needed information, they will be required to complete the screening decision based on the information they have.

2. When all questions have been completed, click **Next** to proceed to the **Submit** section. **Note:** You may click **Previous** to return to the **Details About Child Subject** section.

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Wrap Up

Are there any other concerns for the family or household that you have not yet stated in this referral that you believe would be important for the agency to know?

* In the event that the agency needs additional information regarding this referral, please provide the best time(s) within the next 24 hours that you can be contacted by phone. Provide the phone number, if different than the phone number listed on your account.

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Steps

- Confirmation Page
- Referral Detail
- Add Participants
- Participant Relationships
- Add Witnesses
- General Information
- Physical & Emotional Abuse
- Neglect
- Sexual Abuse
- Substance Use
- Substance Use Continued
- Domestic Violence
- Other Concerns
- Details About Child Subject
- Details About Each Alleged Perpetrator
- Wrap Up**
- Submit Report

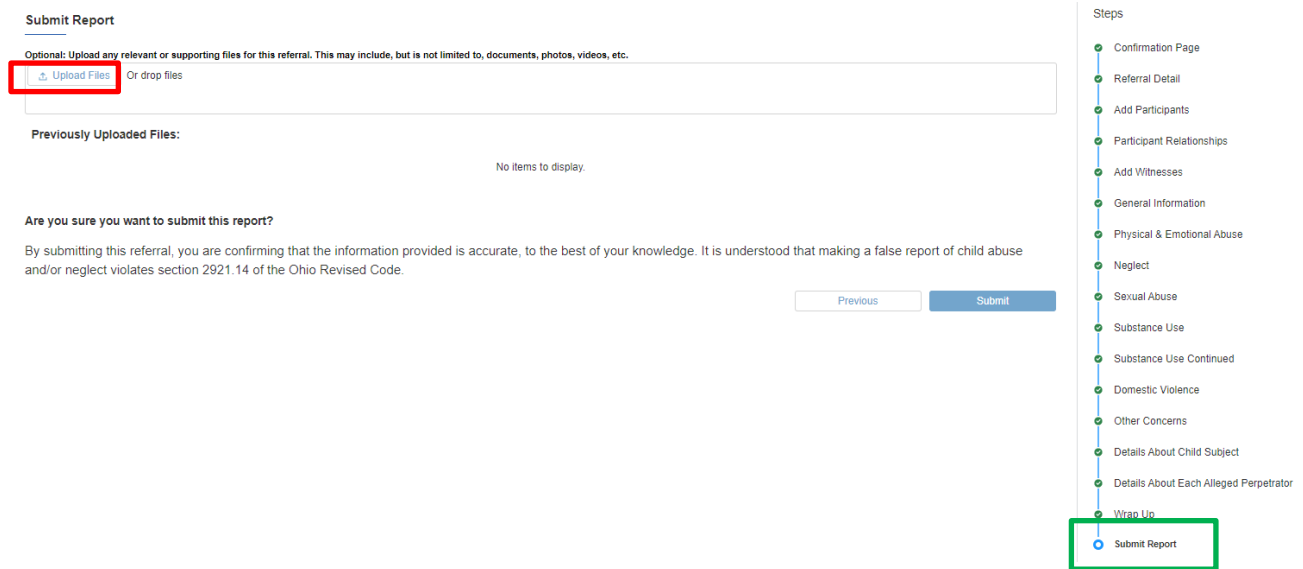
Submit Report Section

In this section, you can upload any relevant documents that might be helpful for the agency receiving your referral.

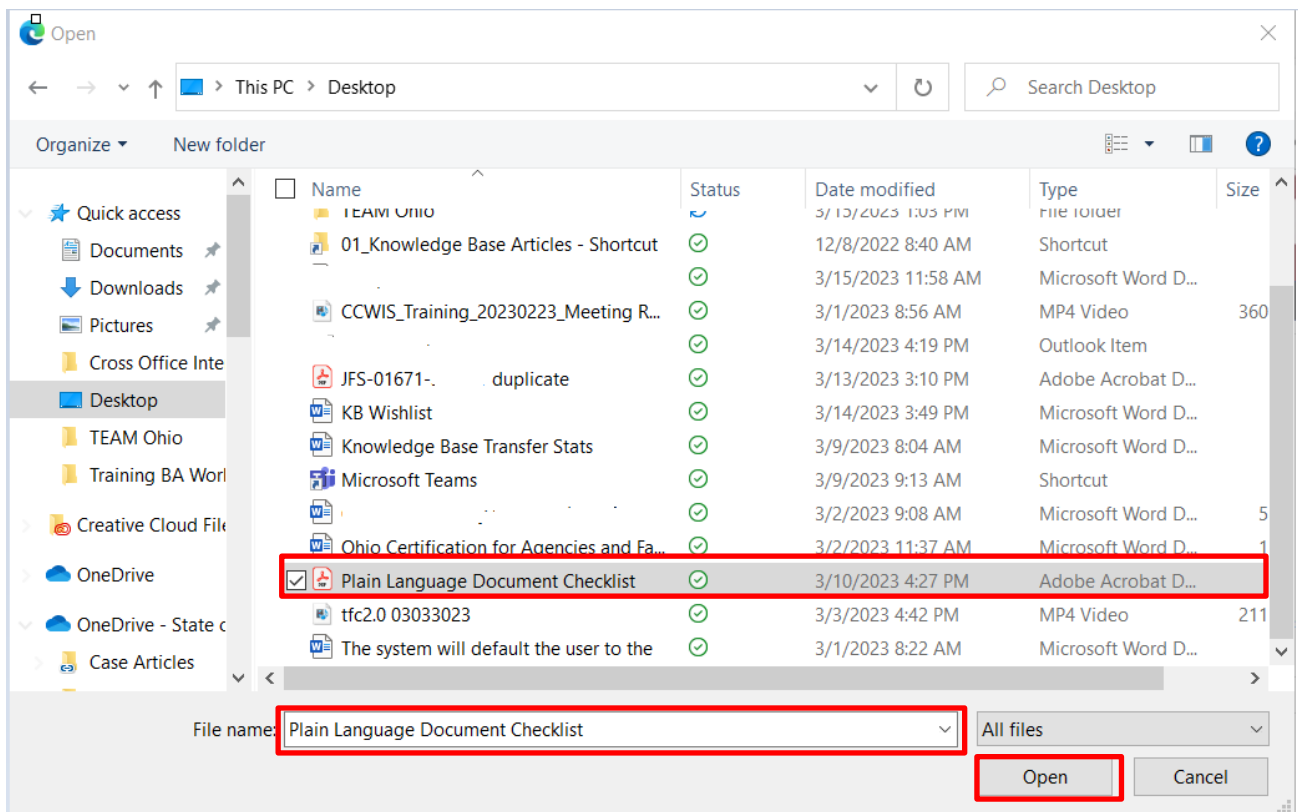
- You can upload documents up until the time of a screening decision being made.
- Although uploading supporting documentation is optional, items like photos, videos, audio files, medical reports, etc. often aid PCSAs in making screening decisions.
- If you have questions or concerns about providing supporting documentation, please consults your agency's policies regarding reports to children services, when applicable.

1. Click the **Upload Files** button.

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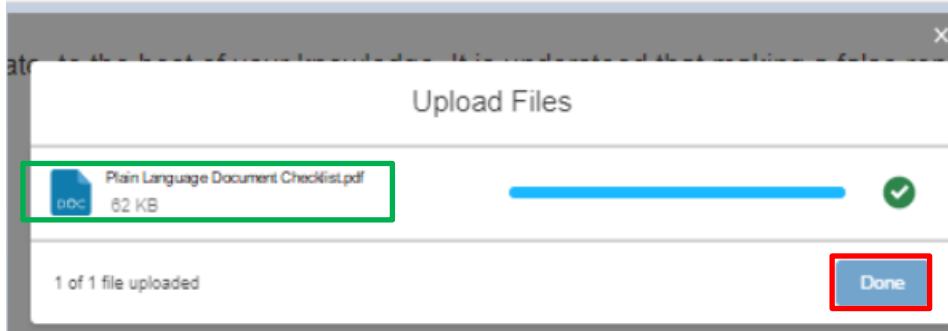


2. Select a file from your device to attach by clicking on it and placing it in the file name area.
3. Click the **Open** button



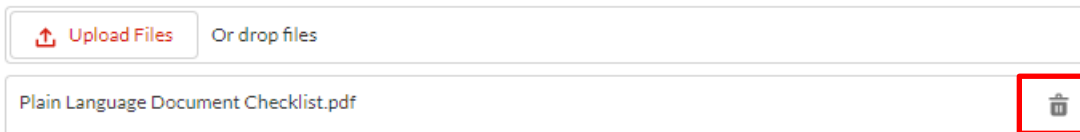
4. An **Upload Files** dialogue box will appear to confirm the document has been added successfully with a blue progress bar and a green check when complete. Click **Done** to add the file to the Referral record.

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5. You may add additional documents by repeating steps 1-4 above.
6. To delete a saved document, click on the trash can icon next to the document name.
Note: no confirmation screen will be received, the system will immediately remove the document.

Attach relevant Documents (If Any):



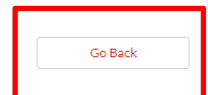
7. Click the **Submit** button (or click **Previous** to review other sections entered prior to submission).
8. If the system finds any errors to the submission, they will be listed on the Failed to Submit page. If these occur, make note of the area(s) which need correction, then select the **Go Back** button to edit the areas of the Referral needed.

This script has been automatically saved, in order to resume in the future: [Copy the link](#) or [Email me the link](#)

Failed To Submit

Please review the error(s) below:

Please identify at least one alleged perpetrator



9. If all areas of the Referral report have been satisfied, you'll receive the following confirmation message. Click the **Return Home** button, which will take you to the Home page.
10. If you start a referral, but do not finish it, TEAM Ohio will notify you by email to complete or cancel the referral at the 4-hour mark, 12-hour mark, and 23-hour mark. After this, the reporter will receive daily email reminders until they submit or cancel their in-progress referral.

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Submitted Successfully!

Your referral has been submitted successfully.


[Return to Home](#)


Managing Referrals












1. From the home page, you may take the following actions on your created Referrals:

2. Click the View icon () to review any Submitted Referrals.

Note: You cannot edit once the Referral has been Submitted.

3. Click the Edit icon () to return to any In-Progress Referral that has not been submitted to continue working on it.

4. Click the Cancel icon () to delete any In-Progress Referral that has been started in error and/or is no longer needed.

Number	County	Reporter Type	Status	Date Created	Date Submitted	Actions
00303734	Franklin	Other	Submitted	04/26/2023, 08:08 AM	05/08/2023, 09:13 AM	
00303798	Franklin	Other	Submitted	05/03/2023, 10:56 AM	05/08/2023, 09:10 AM	
00303499	Franklin	Other	Received	03/30/2023, 01:47 PM	04/17/2023, 01:18 PM	
00303675	Franklin	Mental Health Worker	Received	04/17/2023, 12:52 PM	04/17/2023, 01:12 PM	
00303673	Franklin	Mental Health Worker	Received	04/17/2023, 09:52 AM	04/17/2023, 12:47 PM	
00303667	Franklin	Coroner	In Progress	04/17/2023, 08:49 AM		 
00303570	Franklin	Other	In Progress	04/05/2023, 02:58 PM		 
00303654	Franklin	Mental Health Worker	In Progress	04/13/2023, 08:32 AM		 

What Happens After I Submit a Referral?

Once your referral is submitted, you will receive an email notification for the successful submission.

The referral will automatically be sent to the appropriate Public Children Services Agency (PCSA) for review within 24 hours. In this review, the PCSA will determine whether the

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reported concerns meet state guidelines for agency involvement and if law enforcement notification is required.

When a decision has been made on the referral, an email notification will be sent to you with the updated status. If agency involvement was initiated, an email notification will be sent to you at the conclusion of the assessment/investigation.

Screening Decisions:

- **Screened In:** This status means that the PCSA will be opening an assessment or investigation regarding the referral that was submitted.
- **Screened Out:** This status means that the PCSA determined that the referral submitted did not meet criteria to open an assessment or investigation.
- **Referred to Other County:** This status means that the PCSA that reviewed the referral determined that another county PCSA held jurisdiction over the decision. The receiving PCSA sends the referral to the appropriate PCSA, who then decides to screen in or screen out.

If you become aware of further concerns for children you have reported on, a new referral should be submitted through TEAM Ohio or by contacting the county agency directly. If you obtain additional information regarding a family that you feel the PCSA should be aware of, please contact the agency directly.

Help

If access issues are encountered attempted to utilize TEAM Ohio, please contact SACWIS_ACCESS@jfs.ohio.gov.

If you encounter technical difficulties while using TEAM Ohio, please contact DCY Children Services Operational Support through the [Customer Care Center](#) and note that you have a TEAM Ohio Issue. Please provide screenshots if available.

Appendix A – List of Role/Titles in Employer Records

Alleged Perpetrator	Attorney	Children’s Residential Center Staff
Clinic or Hospital Physician	Coroner	County Humane Society Agent
Day Care Center Employee	Day Care Provider	Developmental Disabilities Personnel

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Law Enforcement	Mental Health Professional	Nurse
Other Medical Personnel	Other School Personnel	Other Social Service Personnel
Pre/Nursery School Employee	Principal	Private Physician
Social Worker (Hospital/Medical)	Social Worker (Non-Medical)	Teacher
Clergy	Court Personnel	Family Foster Caregiver
Other	PCSA Employee	School Nurse

Appendix B – List of Roles in Participant Details

Adult Subject of Report	Alleged Perpetrator (AP) - the person suspected of being responsible for the abuse or neglect of a child. When the Alleged Perpetrator is not known, all adults/caretakers who had access to the child may be considered Alleged Perpetrators.	Caretaker
Child Daycare Provider	Child Subject of Report - is the child(ren) you are concerned about. This includes a child who has been or is at risk of becoming abused or neglected, a dependent child, or a child in need of services.	Custodian
Group Home Staff	Nonrelative Foster Parent	Nonrelative Kinship Provider
Other Involved Adult (OIA)	Other Involved Child (OIC)	Other Professional
Parent	Relative Kinship Provider	Residential Facility Staff