



**Ohio SACWIS Project**

**Use Case IN05 Generate Intake  
Reports & Notices (UC66)**

**Version 2.0**

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## Revision Log

Version	Date	A/D/C (Add, Delete, Change)	Author	Document Section #	Description
1.0	06/16/2004		C. Roy		Initial version
1.1	7/7/04		T. Bendert		Revisions after our W and UC sessions
1.2	7/8/04		T. Bendert		
1.3	7/12/04	A/C	T. Gillom	2	Addition of Terminology Key
2.0	7/15/04		T. Bendert		Revisions after the RRD session

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# 1 Description

This is a use case regarding the viewing, printing, and routing of various reports and notifications related to the intake process.

# 2 Terminology Key

**Screeener**- An agency employee who receives intake information, records it in the system, searches for priors/matching records, forwards the info for a screening decision to the Screening Decision Maker, and provides/refers information.

**Screening decision maker**- An agency employee who reviews intake information, determines acceptance for agency involvement (e.g. category, priority), contacts law enforcement and others as deemed necessary, forwards for assignment, and notifies the Mandated Reporter of the screening.

**Reporter** – referral source, referent, caller

**Report Requestor**- An agency employee who can generate necessary reports and notices.

# 3 Characteristic Information

Name	IN05 – Generate Intake Reports & Notices
<b>Actor(s)</b>	Screeener, Screening Decision Maker  *note: In some agencies the Screeener and Screening Decision Maker may be the same person.
<b>Stakeholders and Interests</b>	<ol style="list-style-type: none"> <li>1. PCSA – record information regarding all referrals coming into PCSA. Record sufficient information to determine whether PCSA involvement is warranted. Assign appropriate response priorities and provide timely notification of outcome to affected individuals.</li> <li>2. Mandated Reporter –receive timely screening decision information.Law Enforcement</li> </ol>
<b>Pre-conditions</b>	Referral information has been logged.
<b>Post-conditions</b>	Notification status has been updated.
<b>Trigger(s)</b>	Actor initiates request for data reports.
<b>Requirements Addressed</b>	5, 11, 53, 55, 56, 57, 57.1, 57.2, 57.3, 58, 58.1, 58.2, 58.3, 58.4, 58.5, 75, 87, 515, 679, 685, 703

Figure 1 – IN05 Generate Intake Reports & Notices

## 4 Basic Flow

### 4.1 Usage Examples and Narratives

Scenario 1: A referral comes into a PCSA regarding an allegation of abuse involving a 14-year-old student. The reporter is a licensed school psychologist. The referral has been logged and accepted for agency involvement.

Scenario 2: The worker needs to send a notice to law enforcement of a CA/N report which may constitute a criminal offense occurring in their jurisdiction (including out of home perpetrator).

Scenario 3: A referral comes into the PCSA regarding an allegation of abuse occurring in a residential care facility licensed by ODMH Chief Inspector. The worker needs to send a notice to the local board of alcohol, drug addiction, and mental health and the ODMH.

#### Scenario 1: Generate Mandated Reporter Notice

1. The Screener or Screening Decision Maker displays and/or prints the notification letter for the **Error! Reference source not found.**

Notification for screened out referrals may include:

- ? Whether the report has resulted in the filing of a complaint in juvenile court or of criminal charges in another court;
- ? Whether the referral received does not constitute a report;
- ? Whether the agency has declined to accept the information as a report;
- ? Whether the agency is requesting the information to be submitted in writing; or
- ? Referring the reporter to an appropriate agency or service provider.

#### *Alternate Flows for Scenario 1*

N/A

**Scenario 2: Law Enforcement Notification**

1. The Screener or Screening Decision Maker displays and/or prints the Law Enforcement Notification.

Notification may include:

- ? Alleged Child Victim/ name and address
- ? Alleged Perpetrator/ name and address
- ? Caretaker/ name and address
- ? Address where alleged abuse/neglect occurred
- ? Date and time of occurrence
- ? Date and time reported
- ? Description of allegation
- ? Name of worker to contact for further information
- ? The general status of the health and safety of the child who is the subject of the report;
- ? Acts/Conditions to which child(ren) may have been exposed.
- ? Safety Issues
- ? Perpetrator Access

**Scenario 3: Cross Referral Notification**

1. The Screener or Screening Decision Maker displays and/or prints the Cross Referral Notification.

Notification may include:

- ? Alleged Child Victim/ name and address
- ? Alleged Perpetrator/ name and address
- ? Caretaker/ name and address
- ? Licensing and Supervisory Authority/name and address
- ? Agency Involved/name and address
- ? Description of allegation
- ? Address where alleged abuse/neglect occurred
- ? Date and time of occurrence
- ? Date and time reported
- ? Name of worker to contact for further information

## 5 Important and Required Fields

MSS or AF Step	Fields
MSS 1 step 5	<p>Mandated Reporters:</p> <p>? registered nurse; licensed practical nurse; visiting nurse; other health care professional; licensed psychologist; licensed school psychologist; independent marriage and family therapist or marriage and family therapist; speech pathologist or audiologist; coroner; administrator or employee of a child day-care center; administrator or employee of a residential camp or child day camp; administrator or employee of a certified child care agency or other public or private children services agency; school teacher; school employee; school authority; person engaged in social work or the practice of professional counseling; agent of a county humane society; person rendering spiritual treatment through prayer in accordance with the tenets of a well-recognized religion; superintendent, board member, or employee of a county board of mental retardation; investigative agent contracted with by a county board of mental retardation; or employee of the department of mental retardation and developmental disabilities.</p>
MSS 1 step 7	<p>Notification Letter tracking:</p> <p>Date notification letter generated</p> <p>? Time notification letter generated</p>

**Figure 2 - Important Fields**

## 6 Special Requirements

### 6.1 Cross Referral Notification

The PCSA shall contact the following licensing and supervising authorities, as appropriate, no later than the next working day to share information in accordance with rule 5101:2-34-38 of the Administrative Code:

- (1) The Ohio Department of Mental Retardation (ODMR/DD) division of developmental centers quality assurance when the report involves a developmental center managed by ODMR/DD; or the office of licensure when the report involves a foster or group home licensed by ODMR/DD.
- (2) The local county board of mental retardation and developmental disabilities when the report involves any program managed by the county board of ODMR/DD.
- (3) The local board of alcohol, drug addiction, and mental health and the Ohio Department of Mental

Health (ODMH) when the report involves a residential care facility licensed by ODMH.

(4) The Ohio Department of Youth Services' (ODYS) chief inspector when the report involves an institution or facility for delinquent children managed by ODYS; or the juvenile judge and ODYS' division of parole, courts, and community services when the report involves a detention or rehabilitation facility managed by a juvenile court and approved by ODYS.

(5) The superintendent of the local schools and the Ohio Department of Education (ODE) when the report involves a primary or secondary school setting, or ODE's legal counsel when reports involve the school for the deaf or blind managed by ODE and early education program such as head start.

(6) The Ohio Department of Job and Family services ODJFS, children services licensing when the report involves a foster home, group home or children's residential facility licensed by ODJFS; or the CHILD care licensing section when the report involves a day care center (more than twelve children) or a type A family day care home which is or should be licensed by ODJFS.

(7) The local county department of Job and Family Services (CDJFS) when the report involves an in-home aide who is certified by the CDJFS or a type B family day care home which is certified by the CDJFS.

## **6.2 Workload Management Reports**

- ✍ Referrals not forwarded by a screener to a Screening Decision Maker for a decision
- ✍ Referrals without screening decision, forwarded but not approved by Screening Decision Maker
- ✍ Screened in report not assigned
- ✍ Reports assigned

## **6.3 Statistical Reports**

- ✍ Referrals by call type: # calls, date of calls, time of day of calls
- ✍ Referrals by worker: call type, date of calls, time of day of call, # calls
- ✍ Reports by priority assigned: call type, date of calls, time of day of call
- ✍ Referrals by time of day/day of week: #calls, call type, priority assigned
- ✍ Referrals by referral source: #calls, call type, priority, date and time of call
- ✍ Referrals by geographical location: #calls, call type, priority, date and time of call
- ✍ Referrals by school district: #calls, call type, priority, date and time of call

## **Notes, Background Information, User Interface Ideas**

The PCSA shall make a cross referral to law enforcement if the report could constitute a criminal offense, if the PCSA requires assistance in the assessment, or if a third-party investigation is required pursuant to paragraph (D) of rule 5101:2-34-34 of the administrative code.

**Requirements allocated to this common use case**

**Primary Responsibility**

- \*\*Unless noted otherwise requirements are fine with their original wording
- RFP53 The system must alert the worker and generate a written notice to the mandated reporter as to whether the CA/N report has been accepted, or if not, the reasons for the rejection of the report. The standard form letter should be produced from a pre-defined template with a free form text area.
- RFP55 The system must generate in hardcopy format intake worksheets; one with and one without reporter identification information. (Linked #694)  
*(Secondary Team 4)*
- RFP56 The system must provide the capability to print available referral information with and without reporter identification information (including worker safety risks) to assist with investigations. (Linked to #694)
- RFP57 The system must support workload management at every stage including, but not limited to, the following reports/query: *(Secondary Team 4)*
- RFP57.1 a. Referrals/investigations open but not yet assigned; *(Secondary Team 4)*
- RFP57.2 b. Referrals/investigations assigned to a supervisor but not to a worker; *(Secondary Team 4)*
- RFP57.3 c. Referrals/investigations assigned to a supervisor and a worker. *(Secondary Team 4)*
- RFP58 The system must provide statistical analysis reporting on intake calls. (Linked to #689 & 691)  
*Revised on 7/2/04: The system must provide statistical analysis reporting on intake calls and method of receipt.*
- RFP58.1 By call type: # calls, date of calls, time of day of call. *(Secondary Team 4)*  
*Revised on 7/2/04: By call category: # intakes, date of intake, time of day of intake*
- RFP58.2 By worker: call type, date of calls, time of day of call, # calls. *(Secondary Team 4)*  
*Revised on 7/2/04: By worker: category, date of intakes, time of day of intake, # intakes*
- RFP58.3 By priority designation: call type, date of calls, time of day of call. *(Secondary Team 4)*  
*Revised on 7/2/04: By priority: intake category, date of intake, time of day of intake*
- RFP58.4 By time of day/day of week: # calls, call type, priority designation. *(Secondary Team 4)*  
*Revised 7/2/04: By time of day/day of week: # intakes, intake category, priority designation.*
- RFP58.5 By referral source: # calls, call type, priority, date and time of call. *(Secondary Team 4)*  
*Revised 7/2/04: By reporter: # intakes, intake type, priority, date and time of intake*

- RFP58.6 *Added to RFP 7/2/04: By method of receipt: # intakes, intake type*
- RFP75 The system must support the preparation of notification to the mandated reporter and the principles of the case, as required, during and as a result of the assessment/investigation process.
- RFP87 The system must provide an alert that will remind workers when notifications to mandated reporters and other principles of the case are required and have not et been sent.
- RFP515 The system must generate a written notice to the applicable tribal authority referring the accepted CA/N report. The standard form letter should be produced with editing capabilities. (*Secondary Team 4*)

### **Secondary Responsibility**

- RFP5 The system must provide for the capability to extract/copy, on a regularly scheduled basis, not to exceed 24 hours, an individual county's SACWIS data for local storage, manipulation, and reporting.
- RFP11 The system must provide for all data in the system to be available to ad hoc/standard reporting.
- RFP679 The system must support management planning including generating online and hardcopy workload reports for supervisors including maintenance of supervisory conference notes within the system
- RFP685 The system must support a process for printing reports without identifying information such as name, address, Social Security number, date of birth, etc.

**Figure 3 – Requirements Table**