Ohio **SACWIS**

Student Guide for Super Users

SG 1.6
July 2007

Module 1
Introduction

What you'll do

Welcome to the training for Ohio SACWIS!

This module contains the ground rules for training classes, a list of the learning aids for the system, and the agenda for the next two days of training.

You will:

- Review the ground rules for the class and training facilities
- Review the various types of learning aids for SACWIS training
- Review the agenda for Super User training
- Introduce yourself

Presentation
Housekeeping

Ground rules

- Participate fully in all training activities
- Work together to support each other
- Return on time from breaks and lunch
- Turn off cell phones and pagers during class, or put on vibrate
- Use computers only for training activities
- Do ***not*** use the computers to email, print, surf the web, and so on

Facilities

- Restrooms
- Break room
- Exits
- Designated smoking areas (smoking is permitted only in these areas)
- Chair and table adjustments

Presentation
Learning Aids

The learning aids listed below will help you learn the basic functions of Ohio SACWIS. These aids will also be quick references when you start using the system as part of your job.

Materials

- Student Guide
- User Guide
- Job aids

Online help

- The help and training header link
- The Help link on a screen

Self-paced exercise packets

These packets list the practice exercises that you will complete on Days 2. and 3. The packets are tailored to match the tasks that you perform in your job.

Please do not write in the exercise packets or take them home with you. These packets will be used by other students.

Presentation
Agenda, Super User Course: Day 1

Note

You won't learn everything you need to know about SACWIS during these two days of training. This course is meant only to get you started. But don't worry—you'll receive assistance on the job.

Hour	Lesson
	Introduction
	Overview
	Getting Started
	10-minute break
	Intake
	Case Management, Part 1
	1-hour lunch
	Case Management, Part 2
	Provider Management
	10-minute break
	Financial Management
	Review
	Questions, answers, and discussion

Presentation
Agenda, Super User Course: Day 2

Hour	Lesson
	Preview of Day 2
	Selected self-paced training exercises, *15-minute break*
	What's Next
	1-hour lunch
	Self-paced training exercises, *15-minute break*
	Optional QA & Discussion

Agenda, Super User Course: Day 3

Hour	Lesson
	Preview of Day 3
	Self-paced training exercises, *15-minute break*
	Optional group question and answer
	1-hour lunch
	Problem Identification and Reporting
	Discussion of super user roles
	15-minute break
	Advanced issues: Person profiles
	Advanced issues: Intakes

Presentation
Agenda, Super User Course: Day 4

Hour	Lesson
	Preview of Day 4
	Advanced issues: Case and CAPMIS tools
	15-minute break
	Advanced issues: Provider
	Advanced issues: Financial
	1-hour lunch
	Advanced issues: Security
	15-minute break
	Advanced issues: Reporting
	Wrap up and evaluations

Activity
Introductions

Everyone in the class will introduce themselves. Be prepared to provide the following information:

- Your name
- Where you work
- Your primary job role

Module 2
Overview

What you'll do

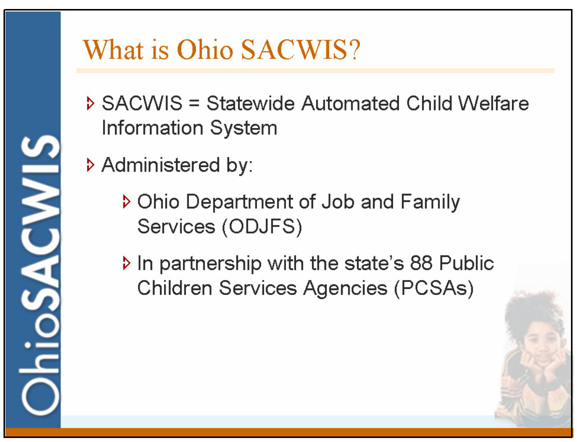
By now you probably know something about Ohio SACWIS. This module summarizes the key functions of the system, its purpose, and its benefits.

You will learn:

- What Ohio SACWIS is
- The purpose and benefits of Ohio SACWIS
- How Ohio SACWIS will support your job

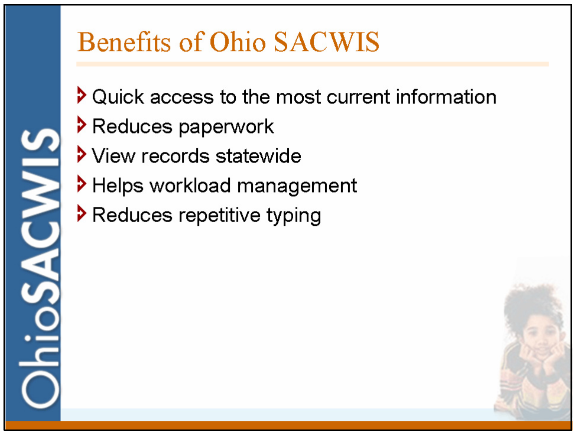
Presentation
Overview

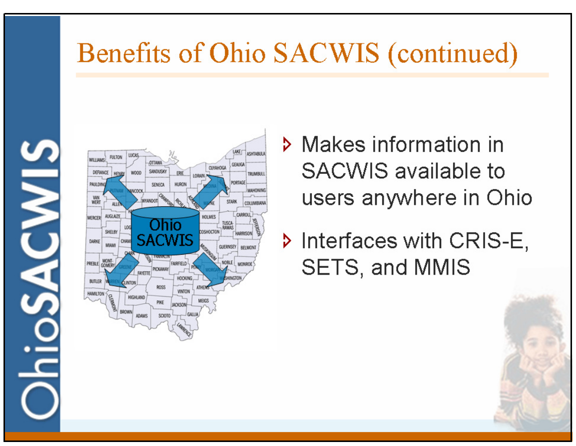
Notes



Presentation
Overview, continued

Notes





Presentation
Overview, continued

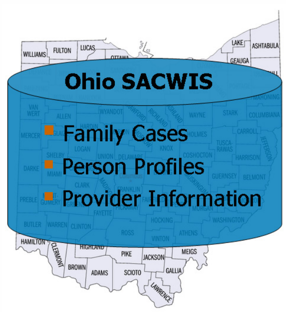
Notes

Ohio SACWIS and Your Job

- Ohio SACWIS is a task-based system:
  - The flow of information within the system reflects the way you do your work
  - The system is organized around major functional areas:
    1. **Intake**
    2. **Case management**
    3. **Provider management**
    4. **Financial management**
    5. **Administration**

OhioSACWIS

Basic Information Types



OhioSACWIS

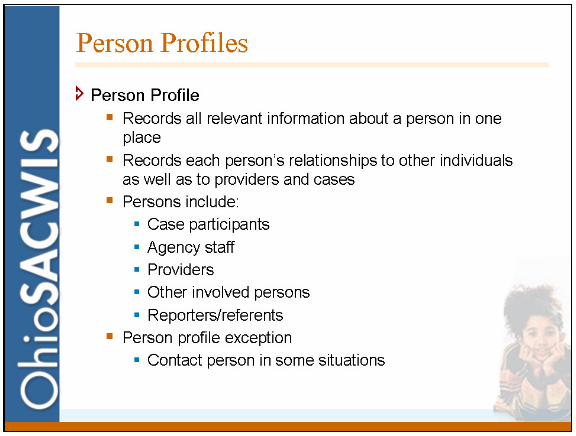
Family Cases

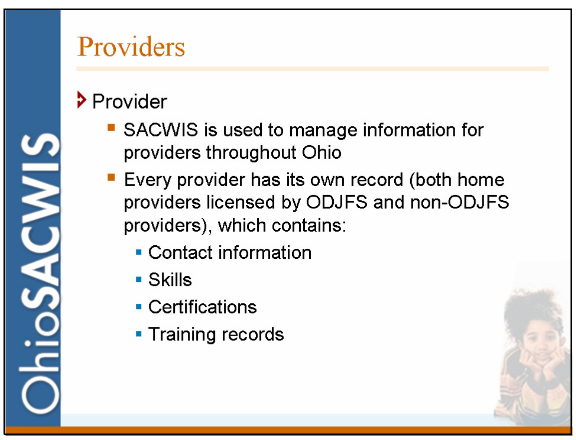
- Family Cases
  - Contains all the work related to a SACWIS family, as defined by participation in a case record.
  - Includes related work such as:
    - Case plans
    - Family assessments
    - Placement activities
    - Case services
    - Court-related work

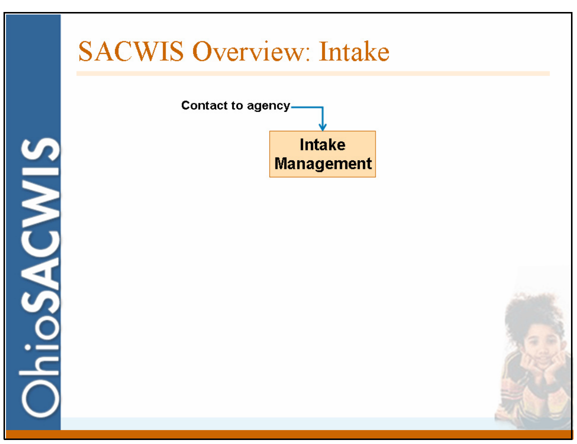
OhioSACWIS

Presentation
Overview, continued

Notes

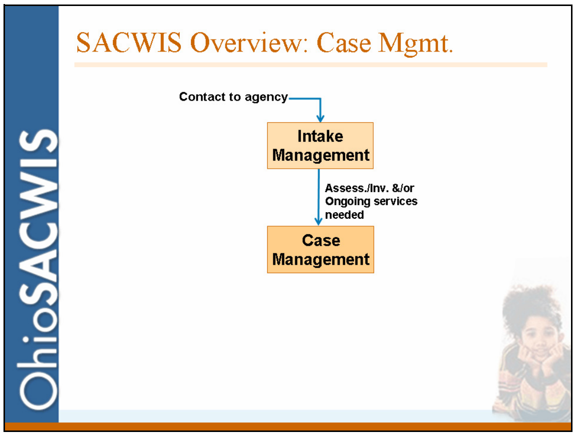


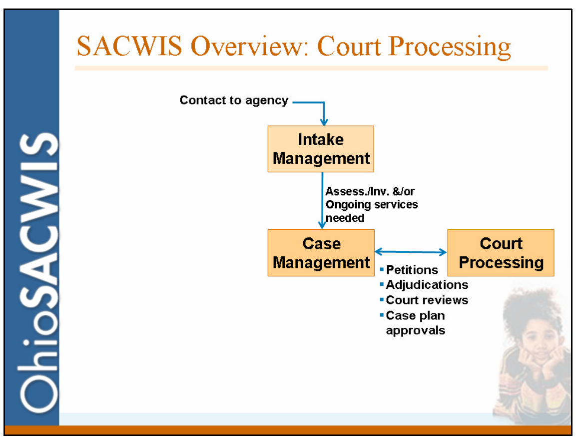


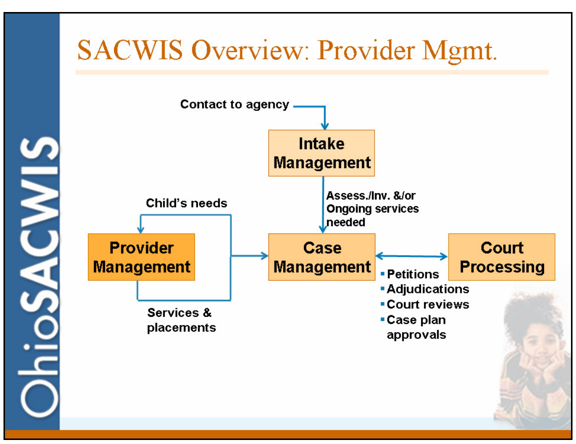


Presentation
Overview, continued

Notes

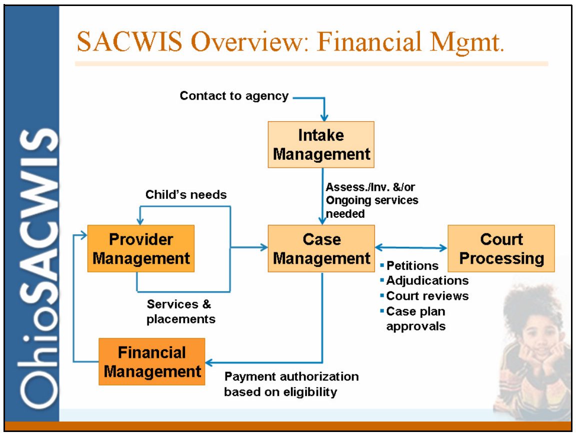


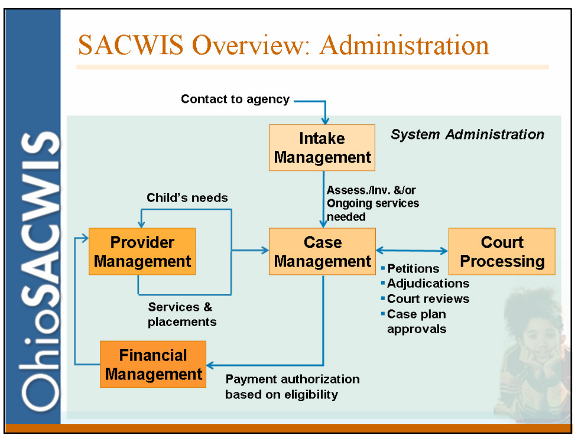




Presentation
Overview, continued

Notes





Review
Overview

The instructor will lead you through these review questions.

1. Name three of the five functional areas of Ohio SACWIS
2. What are the three main types of information in Ohio SACWIS?
3. What are some of the benefits we talked about?

Module 3
Getting Started

What you'll do

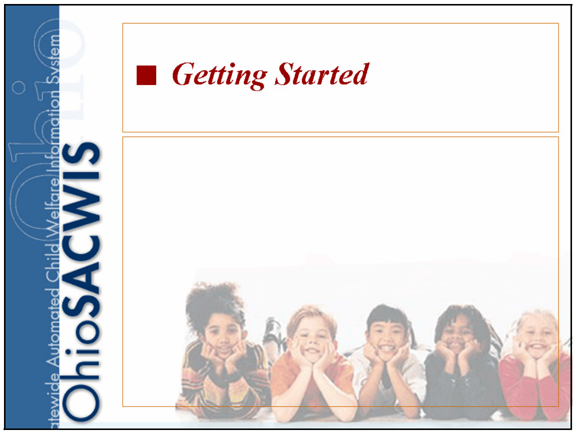
Before you came to this training class, you were to do the first lesson in the Ohio SACWIS Web-based training (or WBT). This lesson introduced you to some of the basics of getting around in Ohio SACWIS.

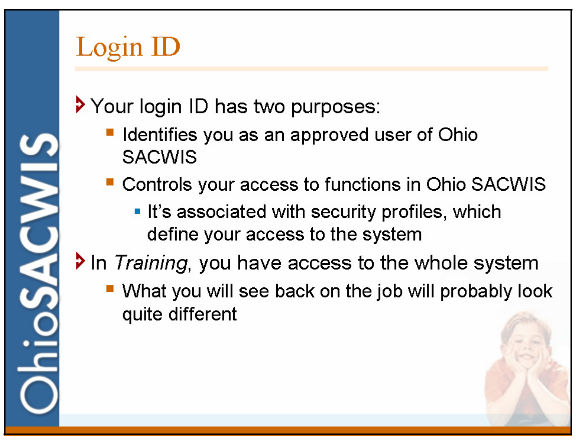
You will:

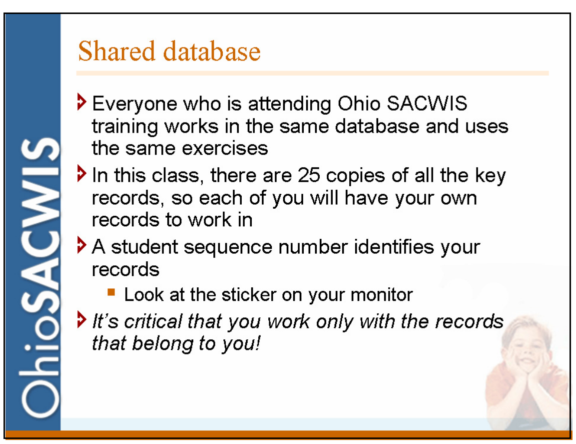
- Understand the purpose of your login ID
- View a short presentation about training data
- Participate in a scavenger hunt activity to practice what you learned in the WBT

Presentation
Getting Started

Notes







Presentation
Getting Started, continued

Notes

The Stone family

- Many activities involve the Stone family case
  - Intake
  - Assessment/Investigation
  - Case Management
  - Adoption
  - Financial Management
- Stone family members
  - Parents: Fred and Wilma Stone
  - Children: Rockette Slate, Sandy and Barney Stone

OhioSACWIS

Sequence numbers

- 25 person records for Wilma Stone:
  - Stone01, Wilma
  - Stone02, Wilma . . .
  - Stone25, Wilma
- Use only the record with your sequence number
- All key records follow this numbering system:
  - Intakes
  - Cases
  - Providers
  - Street addresses

OhioSACWIS

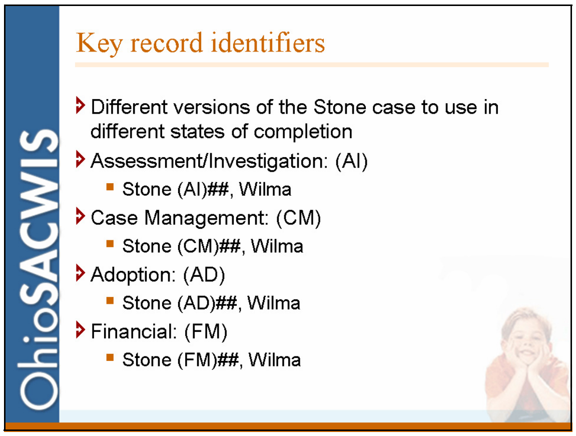
Sequence numbers

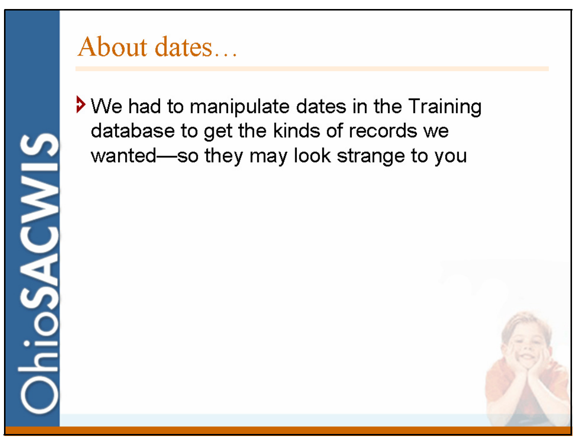
- Follow names:
  - Name = Stone, Wilma
  - Name + Sequence #12 = Stone12, Wilma
- Follow the number in a street address
  - Address = 157 Magnolia Lane
  - Address + Sequence #12 = 15712 Magnolia Lane

OhioSACWIS

Presentation
Getting Started, continued

Notes





Activity & Review
Scavenger hunt

Before you came to this class, you were asked to complete the first lesson in the Ohio SACWIS WBT. Here's your chance to show off what you've learned!

Maximize Ohio SACWIS from the status bar on your PC. Find the items listed below:

- What is currently on the message board?
- Name the secondary tabs on the **Case** main tab.
- Let's say you're Rachel Fox, a provider worker, and you have been assigned a workload. What type of provider is Patty Green? What's her address?
- What is the address of Victor Weaver##? *(Hint: Use the* **search** *header link.)*
- What are the ways by which you can filter the Intake Workload screen?

Note

DO NOT use the Back and Forward buttons on the browser. Use only the links and buttons on the Ohio SACWIS screens.

Activity & Review

Scavenger hunt, continued

- ☐ Who are the case members in the case ID with the last five digits of 16392, which is assigned to Sam Weaver? *(Hint: The*  *symbols are links to additional information.)*

- ☐ What kind of help and training links can you see in Ohio SACWIS?

- ☐ What is a case reference person? *(Hint: You can view a glossary from online help.)*

- ☐ For extra credit: What are the four components that control your access to data in Ohio SACWIS?

Minimize Ohio SACWIS.

Module 4
Intake Management

What you'll do

Intake is the area in Ohio SACWIS where all new reports and referrals are recorded. Any new case must be created from an intake record.

You will:

- Learn the definition of "intake."
- View a presentation on intake workflow
- Identify the intake categories and types
- Navigate the Intake Workload screen
- Walk through the process of creating an intake
- Enter a screening decision
- Link the intake to an existing case
- Review

Presentation
What is an intake?

"Intake" refers to the process performed by an agency to record and prioritize the receipt of reports and referrals to the agency.

What forms can an initial contact to the agency take?

Presentation
Intake

Intake workflow

Initial Contact → **Reporter** → **Participants** → **Additional** → **Allegation** → **OHC** → **Decision**

Initial Contact
- Basic tab
- Date, time, method
- Intake category
- Narrative

Reporter
- Reporter type
- Who
- Contact info
- Basis of referral

Participants
- Names, addresses
- Demographics
- Roles
- Relationships

Additional
- Third-party involvement
- Law enforcement
- Drug use
- Disabled infant

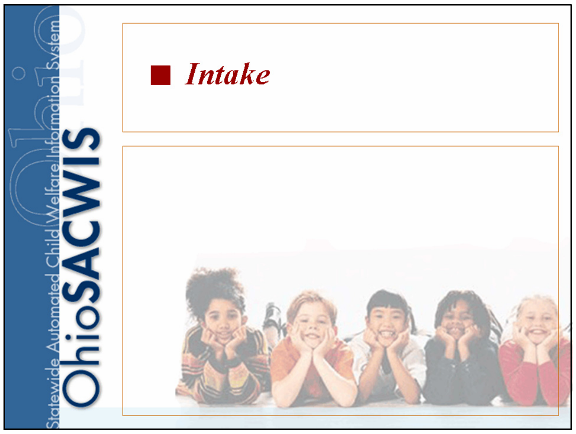
Allegation
- Setting
- Description
- ACV
- Details

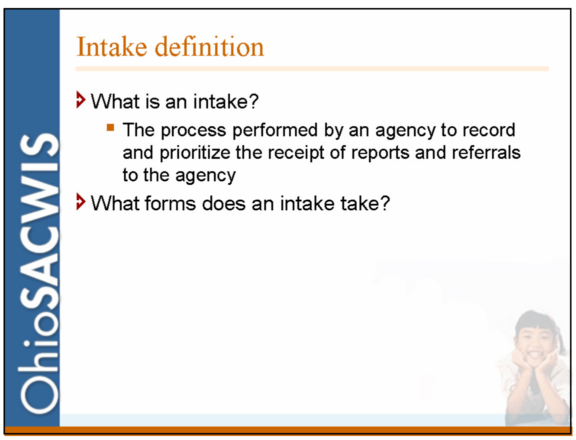
OHC
- Third-party involvement
- Out-of-home setting
- Facility address
- AP's behavior and other children AP has access to

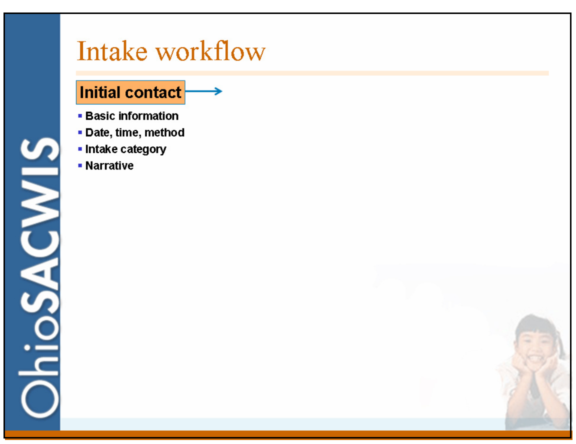
Decision
- Screened in
- Screen out
- Returned

Presentation
Intake, continued

Notes

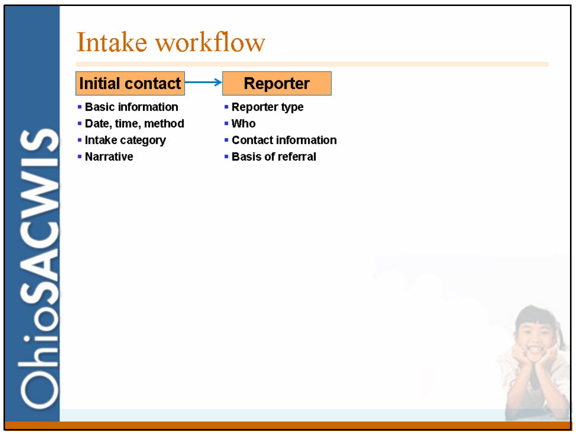


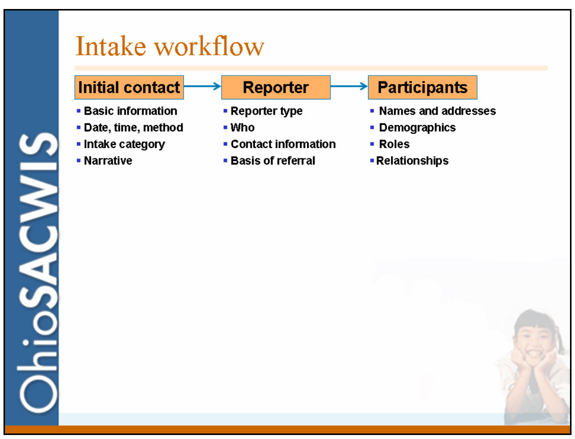


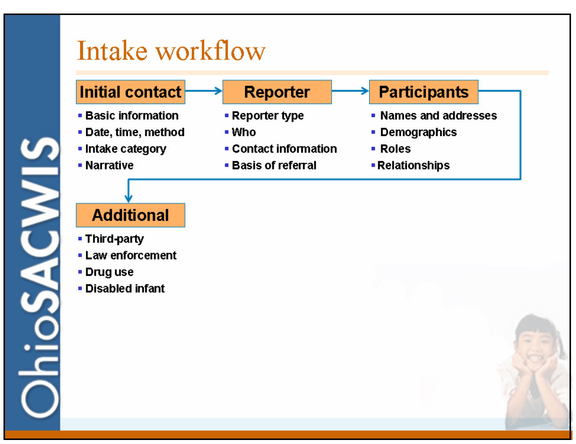


Presentation
Intake, continued

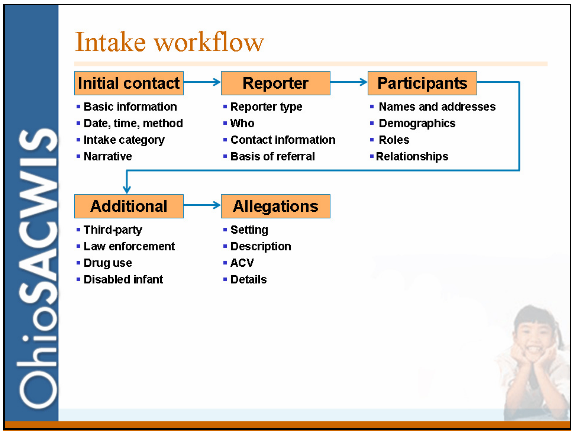
Notes

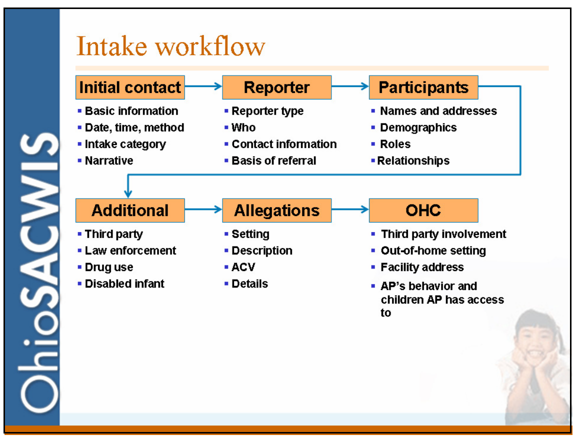


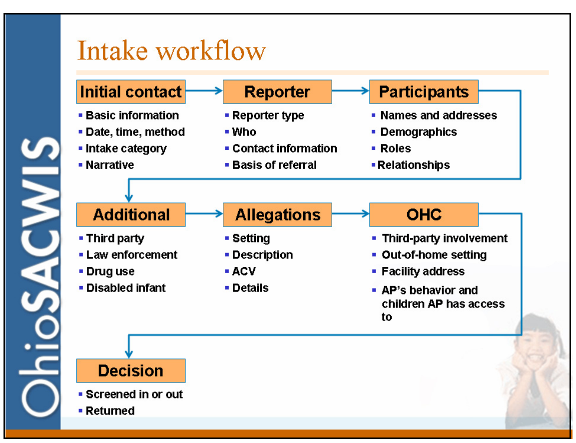




Presentation
Intake, continued

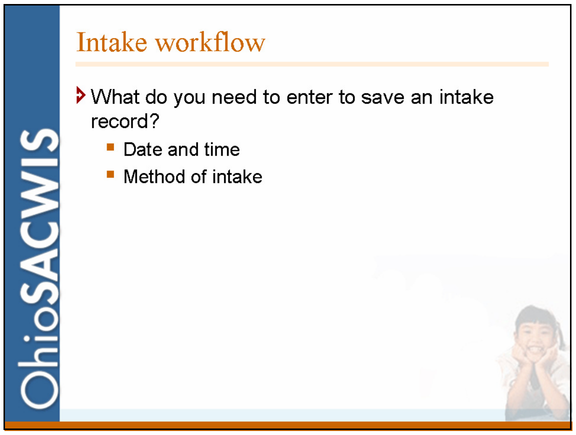






Notes

Presentation
Intake, continued



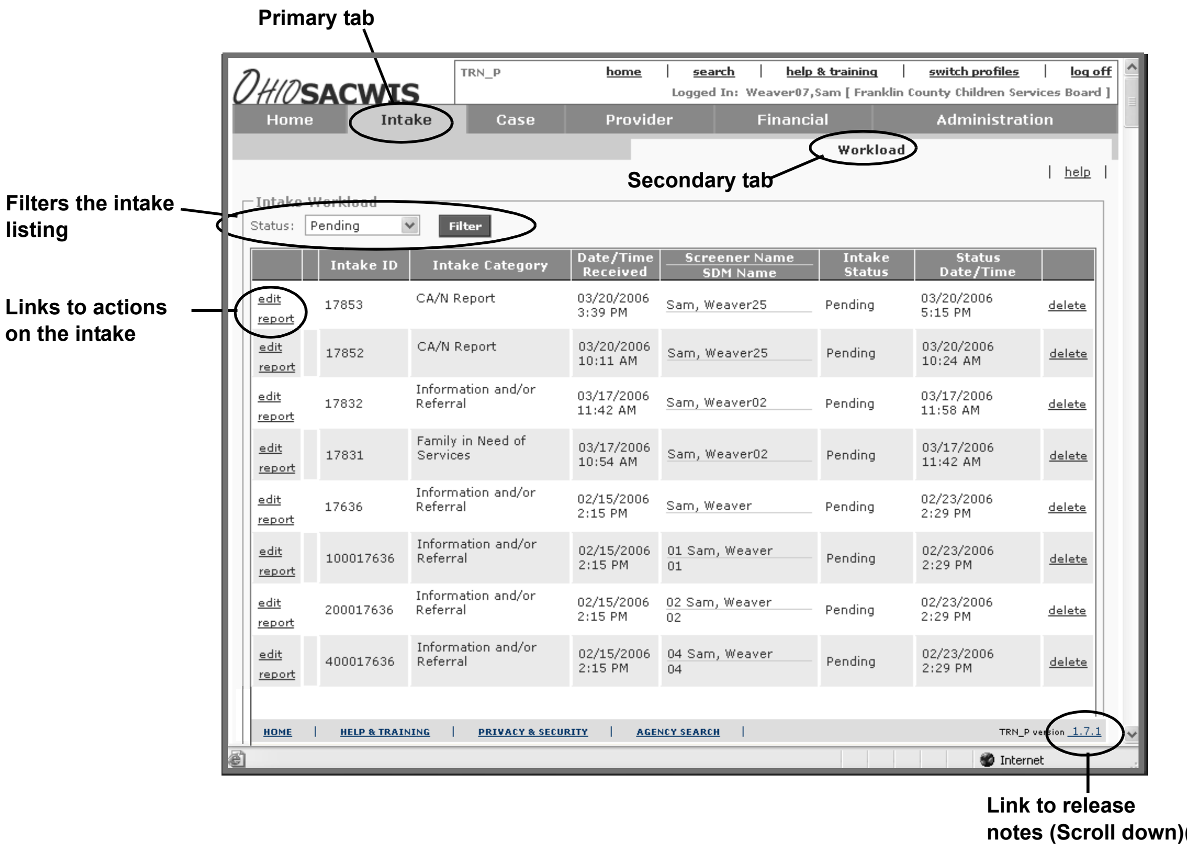
Notes

Guided walkthrough
View the Intake Workload screen

The first screen you see in the Intake area is the Intake Workload screen.

- The workload for a screener displays pending or returned intakes the screener has created.
- The screening decision maker can see all of the agency's intakes.

Home tab→Intake tab→Intake Workload



Guided walkthrough
Intake status

The system assigns an intake record a certain status, depending on the actions taken on the record.

- Pending
- Completed
- Screened in
- Screened out
- Returned

Guided walkthrough
Create a new intake, basic information

Note

At work, remember to change the date, time, and intake method if they are different from the system defaults.

The instructor will lead you through the steps for creating a new intake record.

First, we'll enter basic intake information.

1. Click the **Add Intake** button on the bottom of the Intake Workload screen.
2. **Basic**Complete the following fields with the data shown:

Field Name	Enter/Select	Notes
Received	(current date/time)	These are the system defaults. The date and time are required to save an intake.
Method	Phone	This is the system default. The method is required to save an intake.
Intake Category	CA/N Report	See page 4-11.
Intake Type	Physical Abuse	
Narrative	(a narrative)	The **Spell Check** button lets you check your spelling in narrative fields.
Living Arrangement at Time of Intake	Single Parent Household, mother only	

3. Click **Apply**. This saves your changes without leaving the screen.

Write your intake ID number here: ________________

Guided walkthrough
Intake categories

In Ohio SACWIS, intakes are classified into the four categories listed below. Intake types within each category further define the intake. The system displays the tabs necessary for the type of intake you are entering.

- Child abuse/neglect (CA/N)
- Dependency
- Family in need of services (FINS)
- Information and/or referral (I and/or R)

Guided walkthrough
Create an intake, reporter information

Next we'll enter information about the reporter.

1. Click the **Reporter** tab.
2. Select the **Anonymous Reporter** check box, then clear the check.
3. Select the **The Reporter is a Mandated Reporter** check box, as well as the two check boxes below it.
4. Select Social Worker in the **Reporter Type** field.
5. Click the **Search Person** button.
6. Enter Morris## in the **Last Name** field, Jeff in the **First Name** field, then click **Search**.
7. Click the **select** link in the Person Search Results area.
8. Click the **Search Provider** button.
9. Enter Parents Helping Parents## in the **Provider Name** field, then click Search.
10. Click the **select** link in the Provider Profile Search Results area.
11. Enter Counselor in the **Relationship to Alleged Victim** field.
12. Click **Apply**.
13. Click the **Reporter Additional** link at the top of the screen.
14. Select the **Observed** check box.
15. Enter today's date in the **Date** field.
16. Click **Apply**.

Guided walkthrough
Create an intake, participants

Next, we'll enter information about the participants in this intake.

1. Click the **Participants** tab.
2. Click **Search Person**.
3. Search for Marybeth Pablo## of Columbus, Ohio.
4. Click the check box next to her person ID, then click **Select**.
5. Click the **related persons** link. The system searches the cases in which Marybeth is involved and identifies the persons in the system who are related to her.

   (The person name link opens the person profile.)
6. Select the check boxes next to Milton and Gloria, then click **OK**.
7. Click the **edit** link next to Gloria's person ID in the Participants area.
8. Select Alleged Child Victim (ACV) in the **Available Roles** list box, click **Add>**, then click **OK**. Notice this role appears in the Role column on the Participants tab.
9. Repeat steps 7 and 8 for Marybeth, the alleged perpetrator and parent, and Milton, the other ACV.
10. Click the link in the role column, view the detail screens, then click **Cancel**.
11. Click the **edit** link for each participant, select the relationships to the person you selected, then click **Save**.
    - Marybeth is the biological mother
    - Gloria is the biological daughter
    - Milton is the biological son

    Notice the numbers in the Number of Unspecified Relationships column.
12. Click **Apply**.

Note

When you create an intake, you can quickly add participant details on the intake record to get the information collected quickly. Later, but before the intake is marked as "complete," you can perform a person search to locate the person in or add the person profile to the Ohio SACWIS database.

In this exercise, we are doing the person search first.

Guided Walkthrough
Create an intake, additional details

Next, we'll enter additional information. In this intake, the alleged abuse/neglect occurred at a foster home.

(We'll check this only temporarily so we can see the **OHC** tab later.)

1. Click the **Additional** tab.
2. Notice the type of information that can be identified on this tab.
3. Complete the following fields with the data shown:

Field Name	Enter/Select	Notes
Third Party Involvement	(selected)	
Type of Third Party	ODJFS Foster Home	

4. Click **Apply**.

Guided walkthrough
Create an intake, allegations

Next we'll add information about the allegations. First you enter information about the setting of the abuse or neglect, then you add a description of the allegation.

1. Click the **Allegations** tab.
2. Select *Own Home* from the **Setting Type** drop-down list.
3. Click the **View Participant Addresses** link.
4. Select the address for Milton.
5. Click **Apply**.
6. Click the **Details** link at the top of the screen.
7. Click **Add Allegation**.
8. Complete the following fields with the data shown:

Field Name	Enter/Select	Notes
Alleged Child Victim	Gloria Pablo	
Alleged Perpetrator	Marybeth Pablo	
Allegation Type	Physical Abuse	

9. Click **OK**.
10. Repeat steps 7 - 9 for Milton.
11. Click **Apply**.

Note

The View Participant Addresses link on the Allegation Settings screen allows you to select an address from the Participant Address List.

If there's only one ACV and Own Home is selected as the setting, the system automatically applies the address from the person profile of the ACV.

Guided walkthrough
Create an intake, OHC details

Note

When the third-party intake is complete, the system sends notifications to the workers who are assigned to that provider.

Since we selected the third party indicator on the **Additional** tab, the **OHC** tab is enabled. This is where we would add the details about the out-of-home care setting.

On this tab, you would record the following:

- The setting type, facility name and address
- Information about the caretaker
- The number and names of the children the alleged perpetrator has access to

Our intake does not actually involve a third party, so now we'll remove the third-party indicator:

1. Click the **Additional** tab.
2. Clear the check mark in the **Third Party Involvement** box.
3. Click **Apply**.

Guided walkthrough
Create an intake, completion

We've completed all of the information for this intake, so we're ready to indicate that it's complete.

1. Click the **Basic** tab.
2. Select the **Intake Completed by Screener** check box.

Click **Save**. Guided walkthrough

Record a screening decision and link the intake to a case

Note

As a screening decision maker, you can filter the Intake Workload by "Completed" status to see the intake records that require a decision.

Now, let's say we're the screening decision maker. We see on the Intake Workload the intakes that require a screening decision.

Let's open an intake record and record a screening decision.

1. Press Ctrl+F on your keyboard, then enter the intake ID number of the intake you just created. (See page 4-10.)

   Because this intake is ready for a decision, the system now displays a **Decision** link.

2. Click the **Decision** link.
3. Complete the following fields with the data shown:

Field Name	Enter/Select	Notes
Is This an Emergency	No	
Screening Decision	Screened in	

4. Notice that the response time is automatically filled in according to the emergency indicator.
5. Click **Save**.
6. Click **OK** in the dialog box.

Guided walkthrough
Create an intake, link to a case

If an intake is screened in, it must be linked to a case. The screening decision maker may link it to an existing case or create a new case.

Let's link the intake to an existing case.

1. Press **Ctrl+F**, enter the number of the intake you created, and click **Find Next**. Your intake should be highlighted in the Intake Workload.
2. Click the **link** link next to the intake. This link appears when a screening decision is entered.
3. Click the symbol at the far left. This lets you verify the case by checking the case members.
4. Click the **link** link.
5. Notice that you are returned to the Intake Workload and a message appears at the top confirming that the intake was linked to the case.

   When you link an intake to an existing case, the workers already assigned to the case will see the new intake record linked to it.

Note

A screened-in intake *is always* linked to a new or existing case.

The screening decision maker will also link a screened-out intake to a case or create a new case if the intake includes the names of the participants. This action maintains a history of every call received about this case. If the names are unknown, the screening decision maker can remove the intake from the workload.

Review
Intake

The instructor will lead you through the following review questions.

1. What is an intake?

2. What are the main intake categories?

3. What do you click to start a new intake record?

4. What information do you need to save a new intake record?

5. How do you indicate that an intake is complete?

6. What happens after the screener completes an intake?

7. What happens after you link the intake to a case? *(Hint, refer to the "Link an intake" topic in online help.)*

Module 5
Case Management

What you'll do

In this module, we'll see how Ohio SACWIS allows you to manage case information. You will do the following:

- Learn how the Case area fits in with other areas of Ohio SACWIS
- View the Case Overview screen
- See how to navigate a case record
- Add case activity (notes)
- Add a case service
- Explore case records
- Review

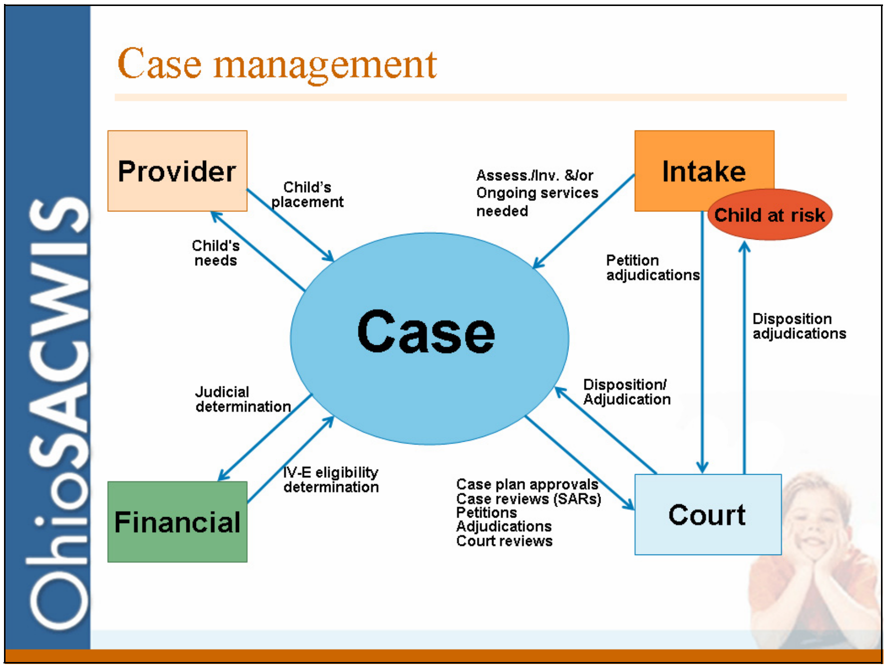
Presentation
What is a case?

A “case” is:

- A record that’s made up of members for the purpose of providing, recording, and supervising services.
- Always created from an intake record. The screening decision maker either links the intake to an existing record or creates a new case to link the intake to.
- Assigned to one or more caseworkers.

Presentation

Case management



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Guided walkthrough
View a case

Now we're going to view a case record—and there's a lot to look at!

We'll view the following:

- The Case Overview screen
- Case profile
- Activity log and associated intakes
- Assessments tools
- Case services
- Court information
- Placement information
- A visitation plan
- A case plan

Then we'll add some information to a case.

Guided walkthrough
View the Case Overview screen

The cases assigned to a worker appear on the Case Workload screen. The case ID number link opens the case record. When you open a case, you see the Case Overview screen.

Open a case, following along with the instructor:

1. Maximize Ohio SACWIS on your PC.
2. Click the **Case** tab at the top of the screen.
3. Click the **Workload** tab.
4. Click the link for James Stewart.
5. Click the + sign to view the members on the Stone (AD) case. Notice the case members.
6. Click the **ID number** link next to the Stone(AD)##, Wilma case.
7. Notice the components of the Case Overview screen:
   - Header
   - Case Actions area
   - Hazards area
   - Case Ticklers area
   - Assignment Information area
   - Other records associated with the case

Guided walkthrough
View the case profile

First, let's look at basic case details—also called the "case profile." A case profile includes the workers on the case, case reference IDs, case members and their relationships, and so on.

View a case profile.

1. From the Case Overview screen, click the **View Case Information** link in the Case Actions area.
2. Notice that you are on the **Case Detail** tab.
3. Click the **View Case Status History** link.
4. Click **Close.**
5. Click the **View Assignment History** link.
6. Click **Close**.
7. Click the **Members** tab. Who is the case reference person?
8. Click the link for Fred Stone. Which safety hazards are selected?
9. Click the **Address** tab, then click the address link. What type of environmental hazard is associated with this address?
10. Click **Cancel**.
11. Click the **Safety Hazard** tab. Which hazard is selected?
12. Click the **SACWIS History** link.
13. Click **Close**.
14. Click **Cancel**.
15. Click **OK**.
16. Click the **Relationships** tab and the **View All Relationships** link to display the relationship grid, then click **Close**.
17. Click the **Associated Persons** tab.
18. Click **Cancel** to return to the Case Overview screen.

Guided walkthrough
View the activity log

The activity log provides useful information about a case.

Let's take a look.

1. From the Case Overview screen, click the **Activity Log** link. This displays the Activity Log list screen.
2. Notice that this screen has filter criteria above and a table of records that meet your criteria.
3. Complete the following criteria:

Field Name	Enter/Select	Notes
Case Category	Assessment/ Investigation	
Contact Type	Face-to-Face	

4. Click **Filter**, then scroll down to see the Activity Log list.
5. Click the **amend** link next to ACV Face to Face. (This activity is in "Completed" status so the amend link is enabled.)
6. Notice the information that's collected as part of an activity record.
7. Click the **Associate Participants** link. This lists the case participants.
8. Click **Close** to return to the Activity Details screen.
9. Click **Insert Correction**. The existing narrative is displayed, and a new correction text box is displayed.
10. Click **Cancel**, then click **OK**.

Note

An activity log record can be edited only by the worker or supervisor who created it and only while it is in a "Draft" status.

Guided walkthrough
View linked intake records

From the case record, you can view the intake record(s) linked to the case and view or record any dispositions.

1. Click the **Intake List** link in the menu on the left. This displays the Intake List screen.
2. Notice the following features on this screen:
   - Intake ID number link
   - A **reports** link
   - Status of the intake record
   - Category
   - Type of intake record
   - A **Case Disposition** link
   - An **unlink** link
   - A **Record Disposition** button
   - A **Change Disposition** button

Guided walkthrough
View a safety assessment

The safety assessment is a CAPMIS tool that documents the caseworker's evaluation of the safety factors in the child's environment. It helps the agency determine the appropriate safety response. (It may be completed before or after a safety plan.)

Let's view a completed safety assessment.

1. Click the **Safety Assessment** link in the menu on the left.
2. Notice that another list screen opens. This time, the screen displays safety assessment records.
3. Click the **view** link next to the assessment record dated 4/3/06.
4. Notice how the a detail screen opens with the details of the safety assessment. Information for the assessment is collected on several tabs.
5. Click **Close** to return to the Safety Assessment screen.

Note

If you complete a safety plan before the safety assessment, the system automatically populates the participants and family information from the safety plan to the safety assessment.

Note

The Forms and Notices link opens a screen where you can generate and print documents such as forms, letters, notices, checklists, and so on.

Guided walkthrough
View a family assessment

A family assessment is a CAPMIS tool that helps the worker assess risk and identify the family's strengths and needs. It is required for all CA/N intakes.

Let’s view a completed family assessment.

1. Click the **Family Assessment** link in the menu on the left.
2. Click the **view** link for a family assessment record.
3. Notice that the details of the family assessment record appear. Again, information for the assessment is collected on several tabs.
4. Click the **Case Analysis** tab. The system automatically calculates a final risk level, or Preliminary Matrix-Indicated Case Decision (PMICD), according to the way you completed the risk assessment.

   Notice the **Service Planning** link. This tab is also where you record your service planning.
5. Click **Close** to return to the Family Assessment list screen.

Guided walkthrough
View an ongoing case A/I

An ongoing assessment/investigation (A/I) is a CAPMIS tool you complete on an open, ongoing case. It's required when the agency receives a subsequent report with category of CA/N or family in need of services ("Stranger Danger" type).

Let's take a look at an ongoing A/I.

1. Click the **Ongoing Case A/I** link in the menu on the left.
2. Click the **view** link for an ongoing assessment record.
3. Notice that the details of the ongoing case A/I record appear. Again, information for the assessment is collected on several tabs.
4. Click **Close** to return to the Ongoing Case Assessment list screen.

Guided walkthrough
View case services

Note

Paid case services are recorded separately for each participant in the case. Non-paid services can be recorded for multiple case members from the Case Service Group tab.

Case services are recorded whenever the need for services has been identified during the life of a case.

Let's look at the case services area.

1. Click the **Case Services** link in the menu on the left.
2. Select Rockette from the Case Member list and click **Filter** to display the services identified for her.

   Because most cases have multiple services listed, using this filter when adding or updating services is a valuable tool for you to use.
3. Click the **edit** link next to a service record.
4. Notice that a service record includes the category of service, the type, status, service dates, service group history, and provider.
5. Click the **Service Review** tab.
6. Click **Cancel** to return to the Case Services list screen.
7. Click the **Case Service Group** tab. Notice that you cannot open a service record from this tab—you open service records only for individuals.

Guided walkthrough
View court information

Many cases you manage may involve the courts. Ohio SACWIS allows you to keep track of court case participants and legal actions.

Let’s look at the court area.

1. Click the **Court** link in the menu on the left.
2. Notice that when you first open this screen, it’s in the Case Participants view.
3. This shows histories of legal actions and legal status changes associated with participants in the case.Notice the links on this screen. These apply to each participant in the case. Click each link, then click **Close**.
   - **View Legal Status History**
   - **View Legal Action History**
   - **View Delinquency**
4. Click the **Case Legal Actions** link.

   From this screen, you view and update all the legal actions associated with the case, including motions, hearings, subpoenas, rulings, and so on. This is a search screen, so you can display the court actions you want to view.
5. Click **Close** to return to the Case Participants screen.

Guided walkthrough

View placement information

If a child is to be placed in an out-of-home setting, you can record a placement request first, to locate a provider, or, if a setting has already been determined, record the placement details directly.

Note

When you complete the placement record, the system updates the vacancy and total placements information on the provider's record.

The system allows you to match a child with a provider, according to the child's characteristics and the provider's acceptance criteria.

Let's view a placement record.

1. Click the **Placement** link in the menu on the left.
2. Click the **edit** link for Rockette Slate.
3. Notice that the Service Information screen appears, which displays the following information:
   - Service Type
   - Placement Type
   - Provider Information
4. Click **Cancel** to return to the Placement Records screen.

Guided walkthrough
View a visitation plan

A visitation plan outlines the schedule of visits between a child and another individual, usually a family member. In Ohio SACWIS, this plan is created outside of a case plan.

1. Click the **Visitation Plan** link.
2. Click the **view** link next to a visitation plan.
3. Notice that the Visitation Plans Details screen lists a summary of the visitation plans created for each person who may visit the child.
4. Click the **view** link next to one of the visitation plans.
5. Notice that the Visitation Information Details screen shows all the details of the particular visitation plan.
6. Click **Close** to return to the Visitation Plans Details screen.
7. Click **Close** to return to the Visitation Plans list screen.

Guided walkthrough
View a case plan

The case plan in Ohio SACWIS is the tool used for addressing the overall needs of the family or case participants. The system populates information entered on a family assessment, for example, strengths and concerns, to the case plan. You can then edit the information on the case plan.

Generally, a case has only one initial case plan record.

Let's view a case plan.

1. Click the **Case Plan** link in the menu on the left.
2. Notice the links in the listing of case plans.
   - You use the **copy** link when the court orders another initial case plan record. You can copy much of the information from the original case plan, then update it for the court-ordered plan.
   - You use the **amend** link to add or update information reflected on the original case plan.
   - The **reports** link allows you to view or print the case plan document.
   - The **court/signature details** link allows you to indicate whether participants in the plan agree with it and have signed the case plan. You also enter the date a copy of the plan was given to the parent/guardian/custodian/guardian ad litem.
3. Click the **view** link next to the "Amended" type case plan.
4. Notice the links in the Topic column and the status. Each link opens a section of the case plan.
5. Click **Close** to return to the Case Plan list screen.

Independent practice
Add a case activity record

All casework activities are documented to ensure that the system reflects a permanent record of all services and contacts with a family. A case activity is one of the records that you add to a case.

Now take five to ten minutes to add a case activity record to the case you are viewing.

1. From the Case Overview screen, click the **Activity Log** link.
2. Click the **Add Activity** button, since this is a new activity.
3. Complete the following fields with the data shown:

Field Name	Enter/Select	Notes
Responsible Worker	Stewart##, James R	
Activity Date	03/05/2006	
Start Time	11:30 AM	
End Time	12:30 PM	
Contact Duration	1 hour	
Contact Type	Face-to-Face	
Case Category	Ongoing	
Category	Ongoing Visits	
Sub Category	Home Visit	
Narrative	Spoke with Fred and Wilma about educational needs.	
Activity State	Draft	

Practice continued on the next page.

Independent practice
Add a case activity record, continued

When you add a case activity record, you have to identify the case participants the activity involved. Continue adding the case activity record.

1. Click **Associate Participants**.
2. Complete the following fields with the data shown:

Field Name	Enter/Select	Notes
(Check box next to Fred)	(selected)	
(Check box next to Wilma)	(selected)	
Contact Status (Fred)	Completed	
Contact Status (Wilma)	Completed	

3. Click **OK**.
4. Click **Save**.

Practice continued on the next page.

Independent practice
Add a case service record

Remember, a case service record is added for any service provided to a case participant.

Add a case service record to the case you are viewing.

1. Click the **Case Services** link in the menu on the left.
2. Select Sandy Stone in the **Case Member Name** field *at the bottom of the screen.*
3. Click **Add Case Services**.
4. Complete the following fields with the data shown:

Field Name	Enter/Select	Notes
Effective Date	(today's date)	
Service Category	*Child Care*	
Service Type	*Day Camp*	
Status	*Planned*	

5. Click **Add Service Group**.
6. Complete the following fields with the data shown:

Field Name	Enter/Select	Notes
Service Group	*Prevention*	
Effective Date	(today's date)	

7. Click **OK**.
8. Click **Save**.

Practice continued on the next page.

Independent practice
Explore case records

Now that you've seen how case records appear in Ohio SACWIS, take a few minutes to explore the types of information that may be added to a case record.

1. Look at the case that is already open.
2. From the Case Overview screen, click the links in the menu on the left. Note that not all of the information represented by these links is completed for every case.

   You might, for example, look at a safety plan, a visitation plan and visitations, and a case review/semiannual review (SAR).
3. If you have a question about a screen, click the **help** link and explore online help.
4. Return to the Case Overview screen when you are done.

Review
Case Management

1. What is a case and what kind of information is in a case record?

2. Name the CAPMIS assessment tools that are available in Ohio SACWIS.

3. In Ohio SACWIS, how do you add a person who's in a case?

4. How do you see what services case members are receiving?

5. Where would you record a ruling on a case?

Module 6
Provider Management

What you'll do

This module introduces you to Provider Management in Ohio SACWIS.

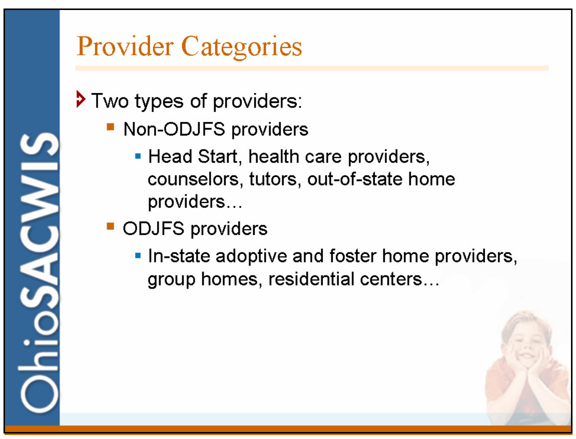
You will:

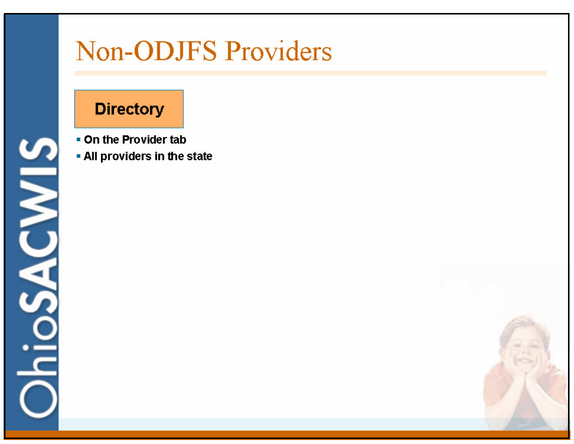
- View presentations on how Ohio SACWIS manages the two primary categories of providers
- Add a non-ODJFS provider
- View records for an ODJFS provider
- Add an assessment visit to a home study
- Review

Presentation

Non-ODJFS providers

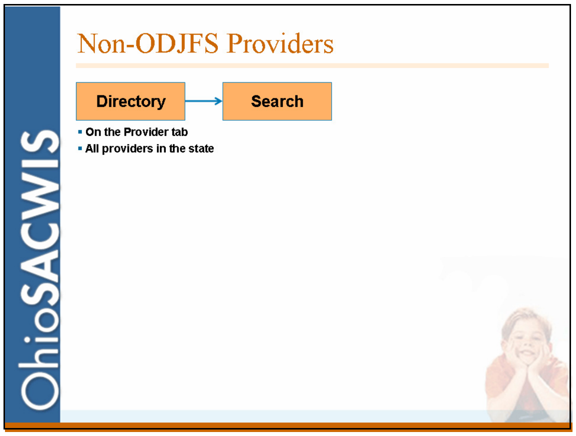
Notes

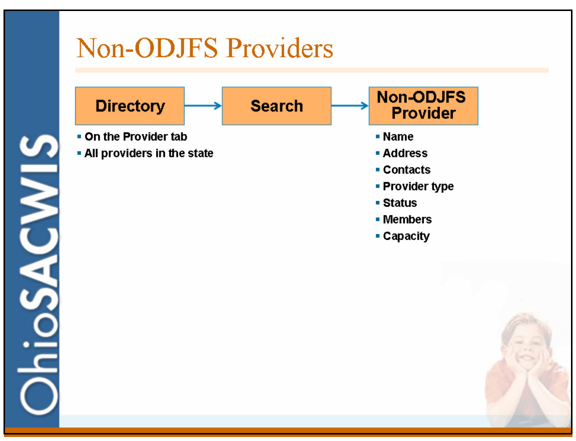




Presentation
Non-ODJFS providers, continued

Notes





Guided walkthrough
Add a non-ODJFS provider

Note

Remember, in Ohio SACWIS, you must always conduct a search before you add a provider record.

Now we'll walk through some of the provider screens. First, let's add a non-ODJFS provider to Ohio SACWIS.

All provider records statewide are listed in the provider directory. This is where you go to search for a provider record.

We're going to add a provider record for Kaylie Taylor.

1. Display the Home screen in Ohio SACWIS.
2. Click the **Provider** tab.
3. Click the **Directory** tab. The Provider Search screen appears.
4. Clear the **Agency Type** and **Agency** fields. (Click on the field label.)
5. Search for Taylor##, Kaylie.
6. Click **Search**. Notice that the system didn't locate this provider.
7. Click **Add Non-ODJFS Provider.**
8. Click the **Add Name** button.
9. Complete the following fields with the data shown:

Field Name	Enter/Select	Notes
Provider Name	Taylor##, Kaylie	
Effective Date	(Today's date)	

10. Click **OK.**

Guided walkthrough
Add a non-ODJFS provider, continued

We've added the provider name. Now we're going to add information that identifies what type of provider Kaylie is and Kaylie's provider status.

1. Click the **Add Type** button.
2. Complete the following fields with the data shown:

Field Name	Enter/Select	Notes
Provider Type	Private Individual	
Type Effective Date	(Today's date)	
Type Status	Active	This is the status of the type record, not the provider status.
Effective Date	(Today's date)	This is the effective date of the status.

3. Click **OK**.

Note

A single provider record may have more than one type associated with it. That is, if a provider offers more than one type of service, you don't have to enter separate provider records for each type.

Guided walkthrough
Add a non-ODJFS provider, continued

Let's finish the provider's record with the provider's address.

1. Click the **Address** tab.
2. Click the **Add Address** button.
3. Complete the following fields with the data shown:

Field Name	Enter/Select	Notes
Street Number	326##	
Street Name	Lyndeboro	
City	Greenboro	

4. Click **Search**. The address should not be in the database.
5. Click the **Add New Address** button. Notice that the address screen already displays the information you entered in your search.
6. Enter 45331 in the **Zip Code** field to complete the record.
7. Click **Save**.
8. Click the **Search** button again. Notice that the address now appears in the Search Results table.
9. Click the **select** link.
10. Complete the following fields with the data shown:

Field Name	Enter/Select	Notes
Address Type	Physical	
Primary Address	(Checked)	
Effective Date	(Today's date)	

11. Click **OK**. You should be back on the **Address** tab.

Guided walkthrough
Add a non-ODJFS provider, continued

Now let's add information about how to contact Kaylie.

1. Click the **Add Contact** button.
2. Complete the following fields with the data shown:

Field Name	Enter/Select	Notes
Type	Work	
Primary	(checked)	
Phone/Email	614-555-1298	

3. Click **OK**.
4. Click **Save**. You're now on the Provider Overview screen.

Note

For a non-ODJFS provider, you can use the **Members** tab to record the provider's contact person(s) and staff members.

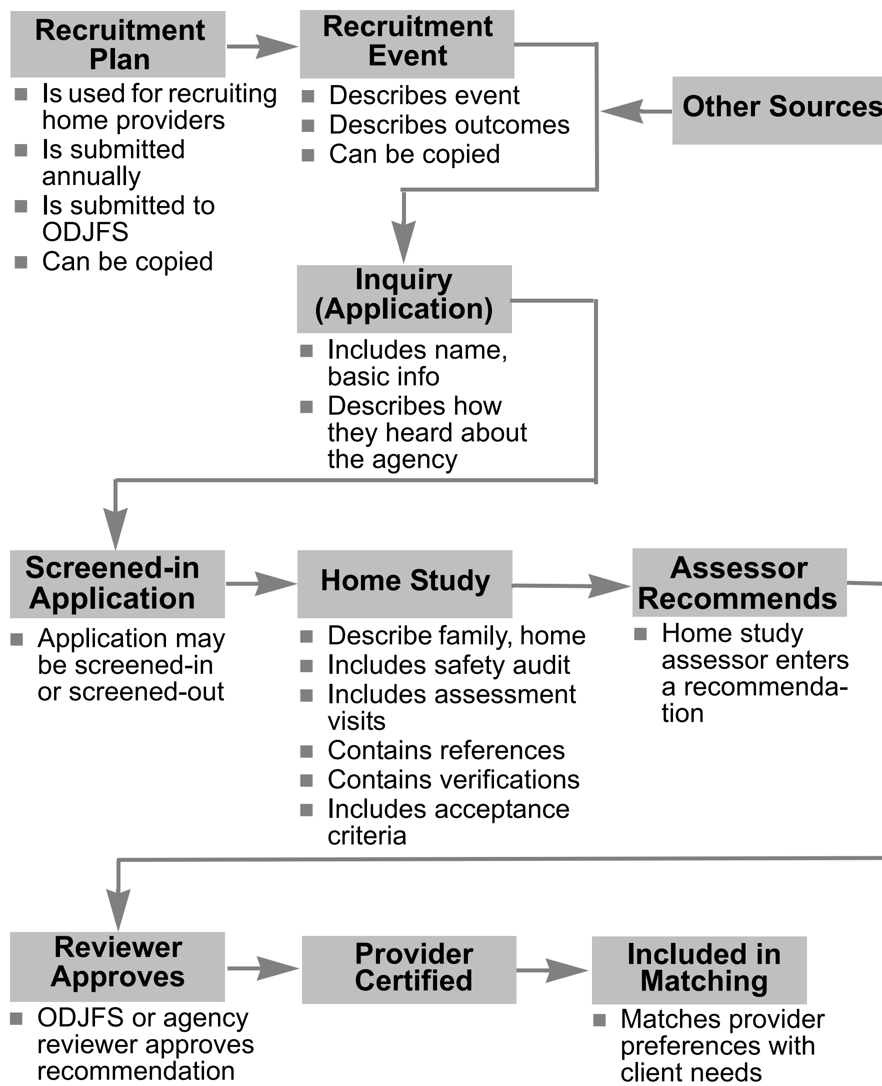
The Caregivers tab is disabled and available only for ODJFS providers.

Presentation

Adding an ODJFS provider

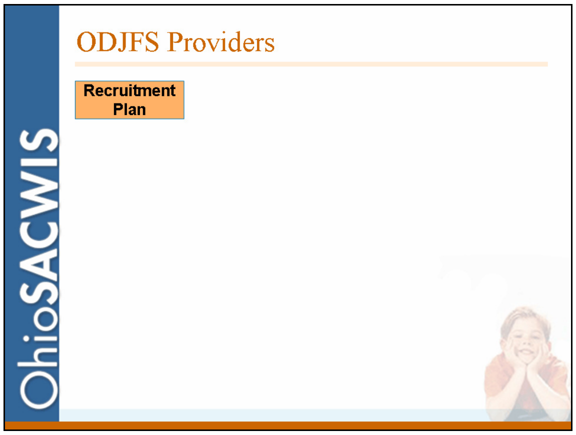
You collect more information when you add an ODJFS provider.

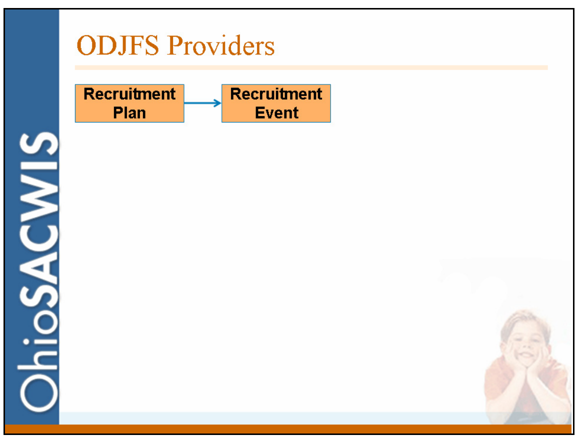
ODJFS provider

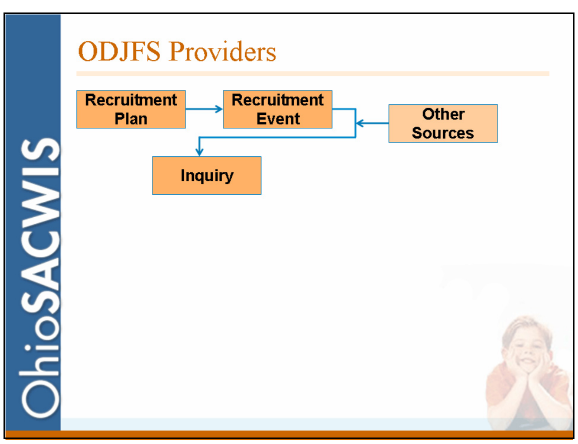


Presentation
Adding an ODJFS provider, continued

Notes

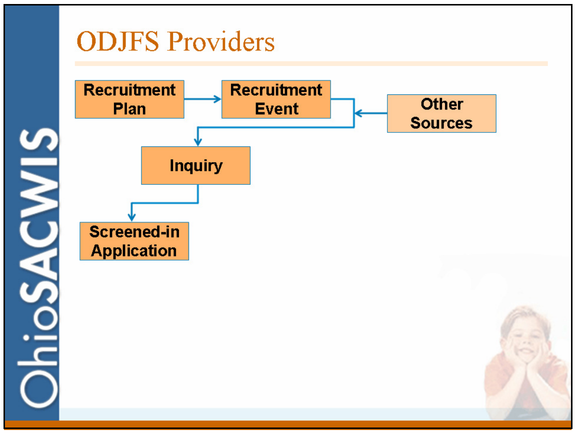


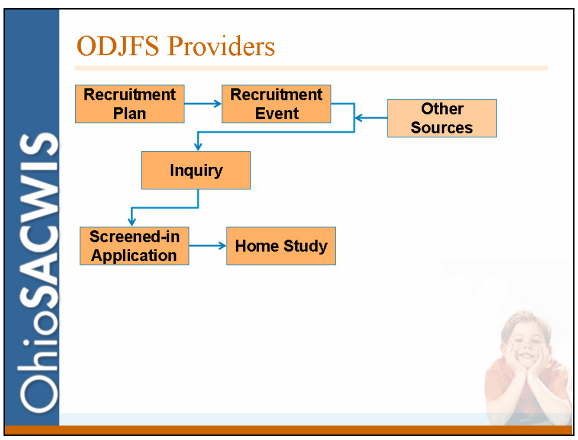


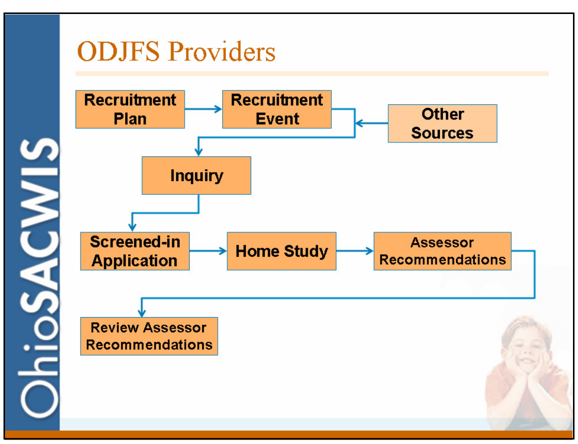


Presentation
Adding an ODJFS provider, continued

Notes

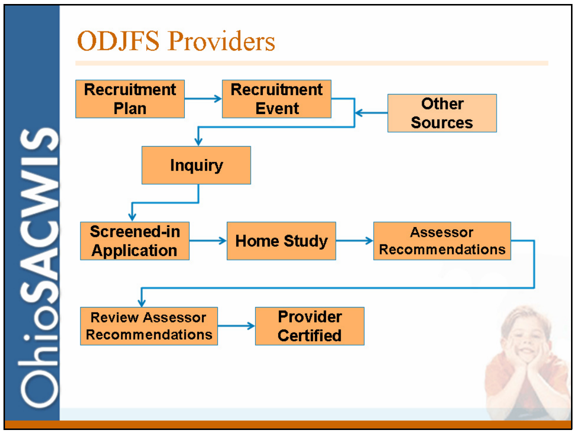


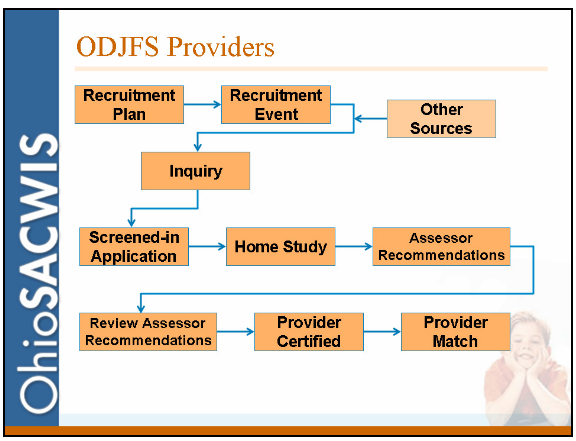




Presentation
Adding an ODJFS provider, continued

Notes





Guided walkthrough
View an inquiry

At a recruitment event at a civic/community fair, Elizabeth Jackson expressed interest in becoming a foster care provider.

Let's look at Elizabeth's inquiry record.

Note

When you search for an inquiry record, you typically search only within your own agency. You can search for inquiries in another agency if you select the agency in your search criteria.

1. Click the **Inquiry** tab.
2. Enter Jackson## in the **Last Name** field and Elizabeth in the **First Name** field.
3. Click **Search**. Notice a record for her inquiry appears in the Search Results table and that the inquiry is completed.
4. Click the **view** link.
5. Notice this information on the inquiry record:
   - **Members**
   - **Address**
   - **Referral Sources**
   - **Optional Info**
   - **Activity/Decision**
6. Click **Close**.

Guided walkthrough
View completed inquiries

When the inquiry decision indicates that the application was screened in, the inquiry record appears on the **Completed** tab, behind the **Inquiry Search** tab.

Let's look at that tab now.

1. From the Inquiry Search screen, click the **Completed Inquiries** tab.
2. Notice the listing of inquiries on this screen
   - The decision "Screened in Application" appears in the Decision column.
   - The **link** link opens a window from which the new provider record is created.

Don't create a new provider record in class now.

Guided walkthrough
View a provider record

When you open an existing provider record, you arrive at the Provider Overview screen.

Let's view the provider record for Norma and Thomas Greathouse.

1. Click the **Workload** tab.
2. Open the workload for Rachel Fox.
3. Click the **select** link for Greathouse.
4. Notice that the Provider Overview screen appears.
5. Examine the elements of this screen.
    - Header
    - Ticklers
    - Provider Actions area
    - Approvals or certifications
    - Workers assigned to this provider
    - Other records associated with this provider

Guided walkthrough
View provider information

Let's look at the information on the record of this existing ODJFS provider's record.

1. Click the **Provider Information** link in the Provider Actions area.
2. Click the **Capacity** tab. This screen shows the number of beds available, number of placements, and so on.
3. Click **Close** to return to the Provider Overview screen.

Guided walkthrough
View a home study

Note

If you enter acceptance criteria, a home description, or a family description before you start the home study, the system automatically transfers what you entered to the home study record.

Once the provider record is created, you can add information for the home study. The home study is a collection of records that are associated with this provider record.

Let's look at the home study record for Norma and Thomas Greathouse.

1. Click the **Home Study** link in the menu on the left.
2. Click the **view** link next to the home study record.
3. Notice the kinds of information collected as part of the home study for foster care. This information is recorded as it's collected. The Status column describes the status of each one of these activities.

   Each link in the list of home study topics opens the screens for the record listed. The **Basic Provider Information** link here opens the same provider information record we just viewed from the Provider Overview screen.
4. Click **Close**.

Independent practice
Add a visit activity

You've recently made a visit to the Greathouse's home. You need to record this. A visit to the home is entered as an activity log item.

1. Click the **Activity Log** link in the menu on the left.
2. Click the **Add Activity Log** button.
3. Complete the following fields with the data shown:

Field Name	Enter/Select	Notes
Responsible Worker	Rachel Fox	
Activity Start Date	(today's date)	
Contact Type	General	
Category	Foster Care	
Sub-Category	Face-to-Face Visit-With Provider(s)	
Associate Members	Norma & Thomas Greathouse	
Narrative	(your comments)	

4. Click the **Associate Members** link in the Activity Association area.
5. Select the check boxes next to Norma Greathouse and Thomas Greathouse.
6. Click **OK**.
7. Click **Save.**

Review
Provider Management

The instructor will lead you through the following review questions.

1. What are the two main types of providers?
2. If you conduct a search on the **Directory** tab and can't locate the provider record, do you just add the record there?
3. How is a home provider's application recorded in Ohio SACWIS?
4. If a home provider's application is approved, what is the next task in the certification process?

Module 7
Financial Management

What you'll do

The Financial area is one of the main functional areas in Ohio SACWIS. This area is used by fiscal workers to manage service costs, eligibility determinations, payment processing, and child benefits. In class, we'll briefly describe this area and focus on a few features that may be of interest to most workers.

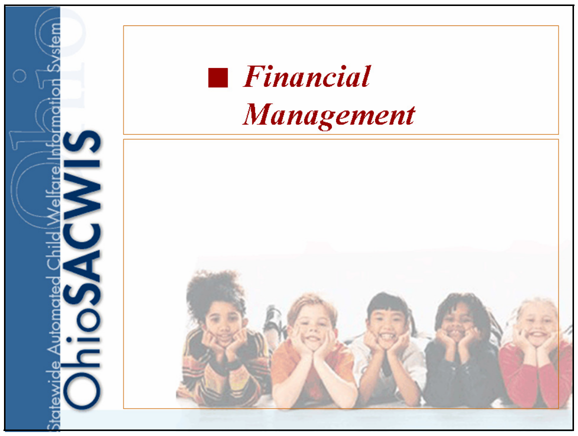
You will:

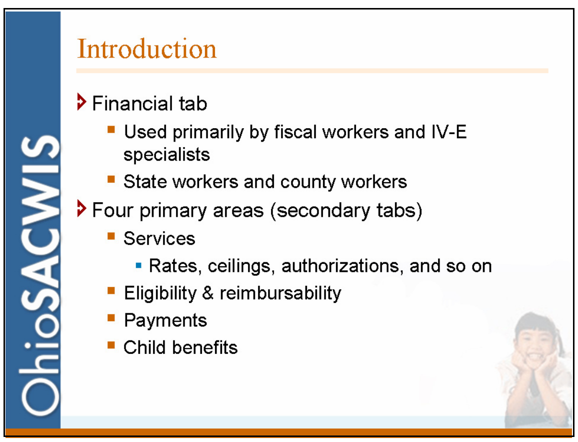
- View an overview presentation of the Financial area
- Generate a temporary Medicaid card
- View CRIS-E information
- View child benefit information
- Review

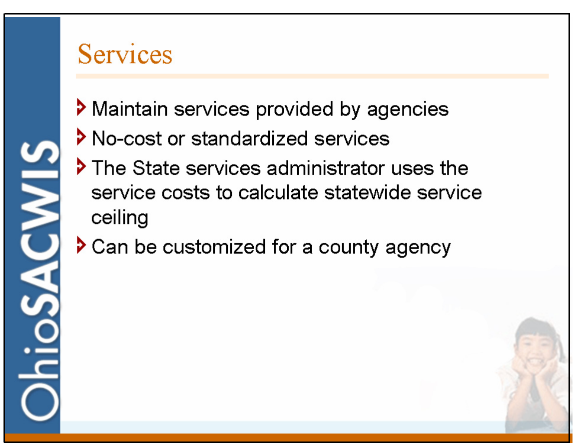
Presentation

Financial management

Notes

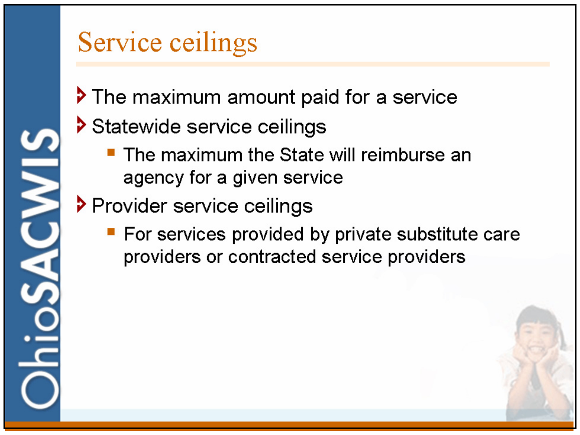


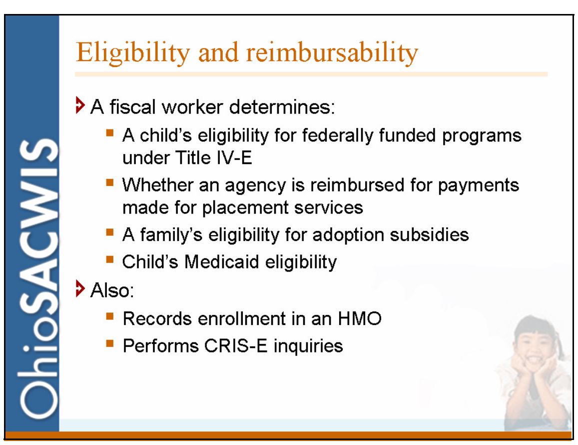




Presentation
Financial management, continued

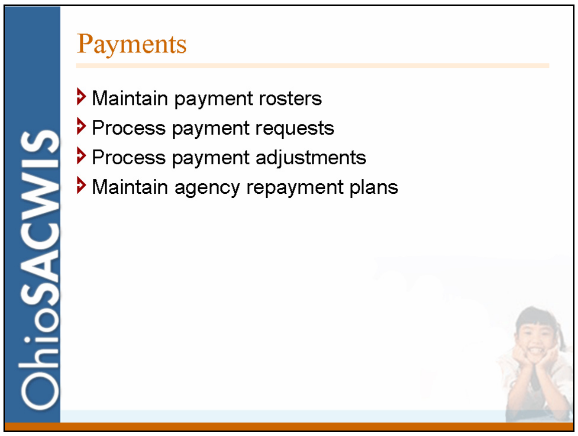
Notes

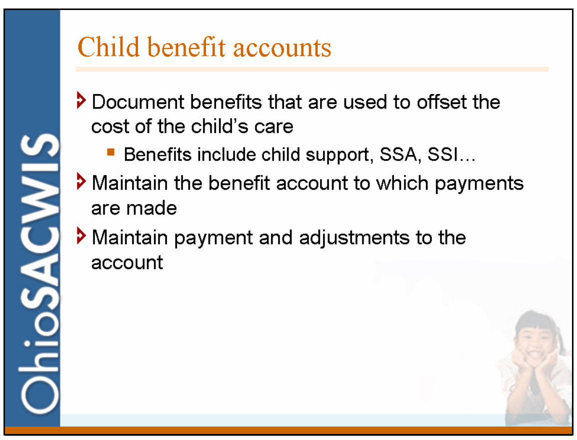




Presentation
Financial management, continued

Notes





Guided walkthrough
Generate a temporary Medicaid card

A Medicaid record is automatically created in the Medicaid Management Information System (MMIS) and in Ohio SACWIS when the child has been determined eligible for FCM or AA reimbursements under Title IV-E. Information is also sent to CRIS-E, which generates permanent Medicaid cards.

You can, however, generate a temporary Medicaid card, for example, if the child needs a prescription filled quickly.

Let's generate a Medicaid card for viewing.

1. Click the **Financial** tab at the top of the screen.
2. Click the **Eligibility** tab.
3. Click the **Medicaid Eligibility** link in the menu on the left.
4. Click **Person Search** and search for Rockette Slate (AD)##.
5. Click the **select** link in the Search Results area.
6. Click the **report** link next to IV-E FCM.
7. Click **Generate Report.**
8. Notice that the Medicaid card appears in a PDF.

   Don't print the card in class.
9. Click **Save** on the lower-left corner of the screen to save the card to the document history in the Ohio SACWIS database.

   You don't need to save every report you generate, but you do want to save required documents.
10. Click the report link again to return to the Document History screen, where the saved report is displayed.
11. Click **Cancel**

Note

Throughout Ohio SACWIS, documents and reports you generate are stored in the document history and available to anyone for printing—but only when you click the Save button.

Guided walkthrough
View CRIS-E information

From the **Eligibility** tab, a fiscal worker can perform a side-by-side comparison of information in the CRIS-E and Ohio SACWIS databases and ensure that information is accurate in both systems. From Ohio SACWIS you cannot view all of the CRIS-E details, just enough to help you determine a child's Title IV-E eligibility.

Let’s try that now.

1. Click the **CRIS-E Inquiry** link in the menu on the left.
2. Click **Child Search** and search for Rockette Slate (AD)##.
3. Click the **Select** link.
4. Click **Launch CRIS-E Information**.
5. Click the **view** link next to Cassie’s name.
6. Click the **Financial** tab to see employment earned/unearned income, benefits and assets.
7. Click **Additional Info** to view school information.
8. Click **Exit Window** to close the CRIS-E window.

Guided walkthrough
View child benefits

A child's benefit payments (child support, SSA, SSI, and so on) are used to offset the cost of the child's care. Let’s look at a child benefit record.

1. Click the **Benefits** tab.
2. Enter the child's social security number: 213018891.
3. Click **Search**.
4. Click the **edit** link for Gloria Pablo’s record.

Review
Financial management

1. Which area on the **Financial** tab allows the fiscal worker to maintain the services provided by agencies.

2. True or False: You will be able to print a temporary Medicaid card from SACWIS.

3. True or False: Services and placements are approved from either the case record or from the Financial area.

Module 8
Day 1 Review

What you'll do

We covered a lot of material today—let's see how much you remember! The instructor will divide the class into groups and you'll play a quiz game.

After that, there should be time for general questions and answers.

Activity
SACWIS solutions

The instructor will launch the SACWIS Solutions game. It is played like Jeopardy: you are given the answer, and you are asked to provide the question.

Module 9
What's Next

What you'll do

Welcome to Day 2!

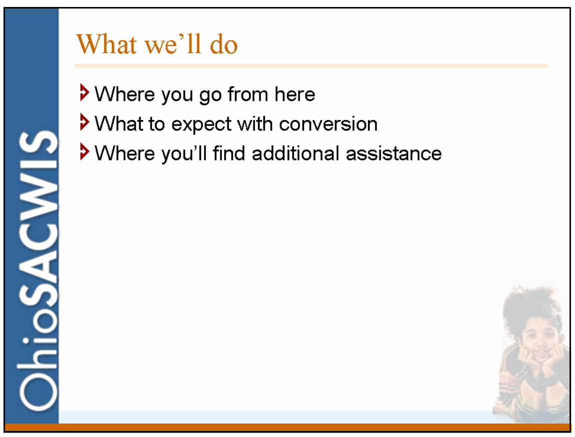
In this module we'll talk about the support you'll have making the transition to the new system.

You will:

- Learn how to get more practice with Ohio SACWIS
- Log into the practice database
- Understand certain conversion and go-live issues
- Understand where to find support at roll-out

Presentation
What's next

Notes



Presentation
What's next, continued

Notes

Practice database

- Job aid explaining how to log on
  - Open your browser
  - Go to:
    - URL→ http://sacwis-trn-practice.odjfs.state.oh.us/sacwis
  - Log in using swprac00##
  - Select the county in the dropdown as your agency (This is where the database is located.)

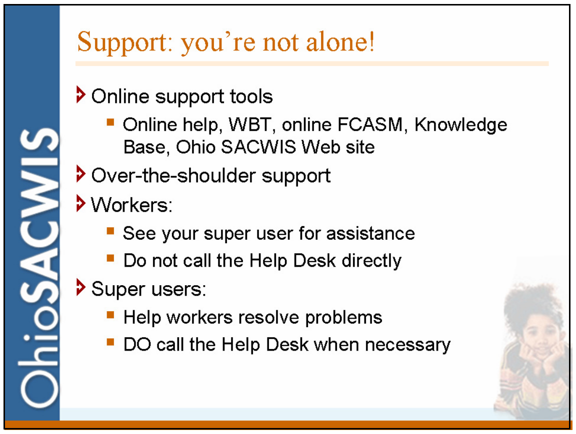
Roll-out schedule

- Ohio SACWIS is rolling out in waves
  - Different counties go live at different times
- See your supervisor or project representative for the date your county goes live
- After roll-out all work will be done in Ohio SACWIS

Conversion

- Data that is relevant to Ohio SACWIS is converted
- Other data is copied to a data warehouse
  - Stored for viewing and reports but not "active" data
- Conversion dry runs
  - Each county goes through a dry run
  - This effort generates error reports
  - Any cleanup work is identified from the dry run
- See your supervisor for further instructions

Presentation
What's next, continued



Notes

Review
What's next

1. Where are you going to get more practice?

2. Will your self-paced exercises work in the practice database?

3. How will you know what gets converted and what you need to do with converted data?

4. Where will you go for help when you first start using Ohio SACWIS at work?

Module 10
Day 2 Exercises

What you'll do

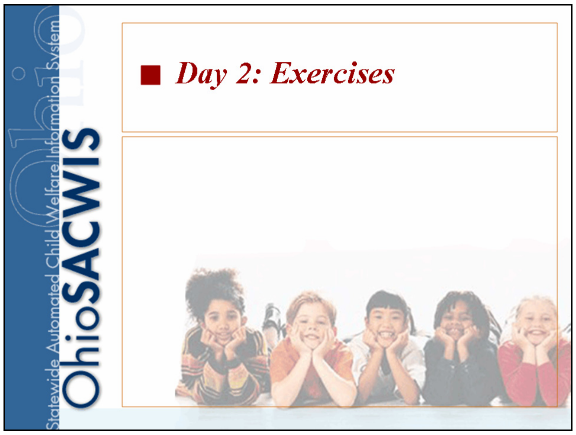
You'll complete self-paced exercises that relate to the tasks in Ohio SACWIS that you'll do on the job. But first, there are some ground rules to go over.

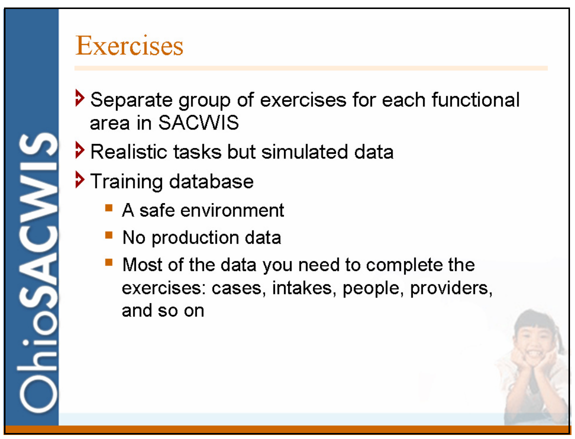
You will:

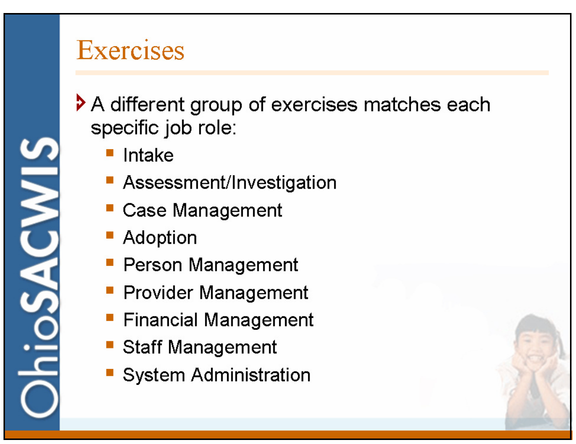
- Learn which exercises you'll do
- Understand how to work in the shared training database
- Review

Presentation
Day 2 preview

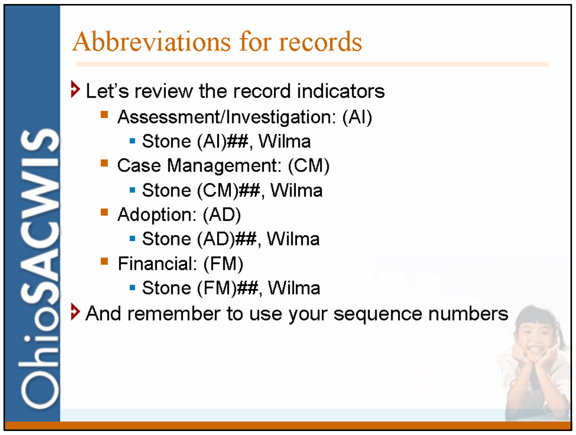
Notes

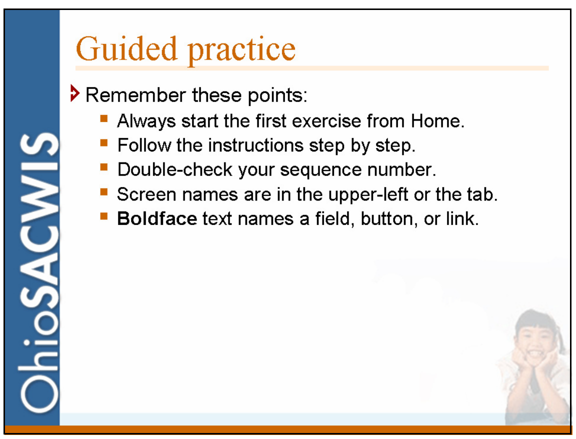


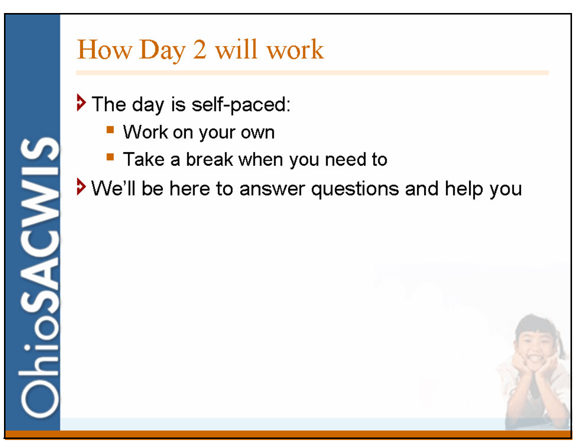




Presentation
Day 2 preview, continued

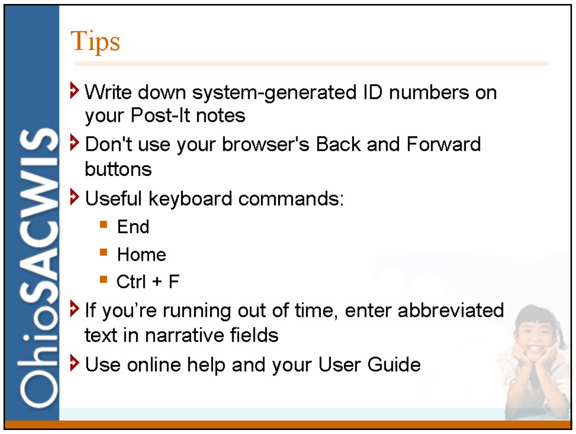






Notes

Presentation
Day 2 preview, continued



Notes

Review
Day 2 preparation

1. What number will you use to identify your work?

2. What does the abbreviation (CM) mean?

3. Name three things you can tell from this case by its name:
   Smith (AD)14, John

4. What should you write down for everything you create?

5. How do you know when it's OK to take a break?

Guided Walkthrough
Practice exercises

The instructor will lead you through a few exercises to get you started.

Time	Instructor guidelines
15 minutes for walk-through	• Pass out the PM exercise packet and tell the class that we will walk through the first few tasks together. • Ask everyone to stay with you and please not work ahead. • Explain the scenario and give students information to walk through Tasks 1 - 4. At the end of Task 4 have them click **Save** which will take them back to the **Members** tab. • Point out message at the top of the screen and have them click **Apply.** • They will begin Task 5 on their own by clicking on the person profile link for Dakota.

Module 11
Problem Identification and Reporting

What you'll do

As part of your role as a super user, you will be asked to help identify and solve problems encountered by the workers in your area. In this module, you will learn the Ohio SACWIS problem identification and reporting process.

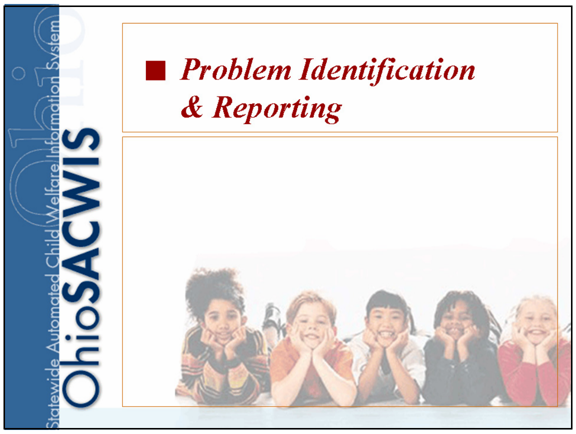
You will:

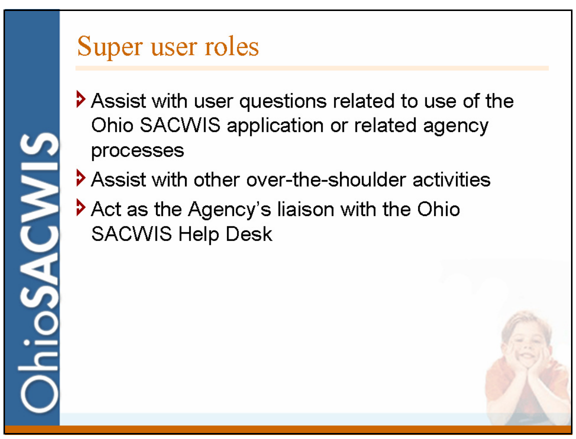
- Understand super user roles
- Learn how to identify a problem
- Learn how to gather information about a problem
- Learn how to prioritize problems
- Understand when to report a problem to the Help Desk

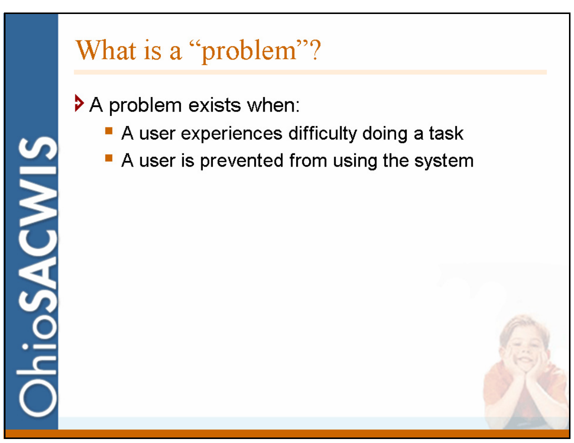
Presentation

Problem identification and reporting

Notes

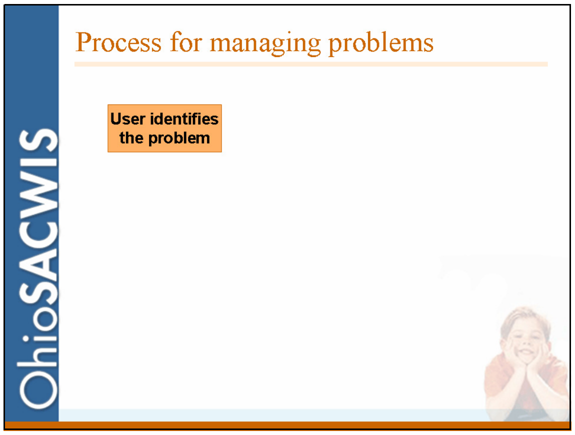


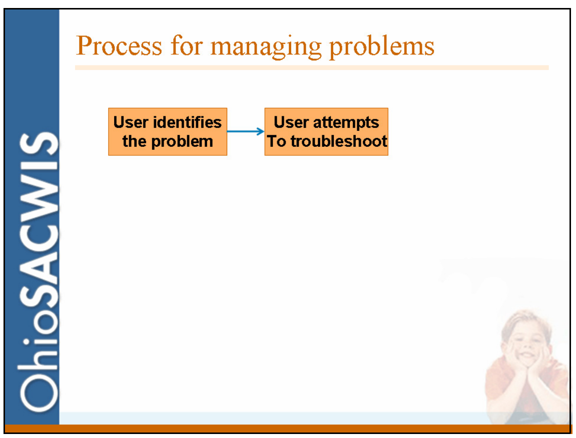


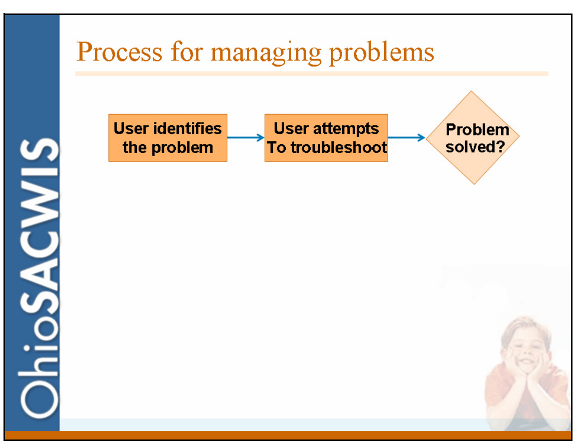


Presentation
Problem identification and reporting, continued

Notes

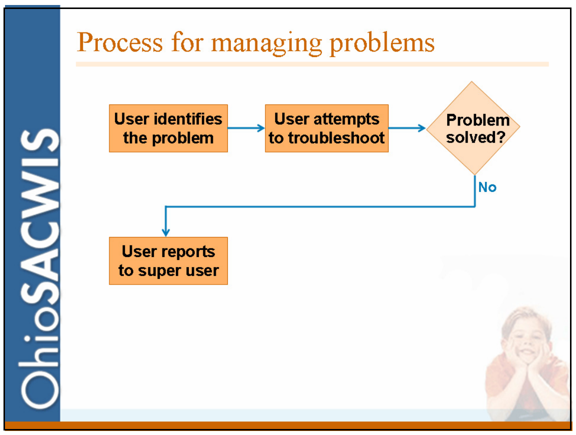


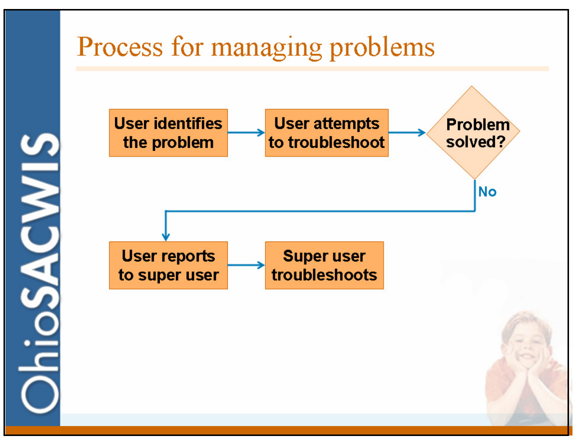


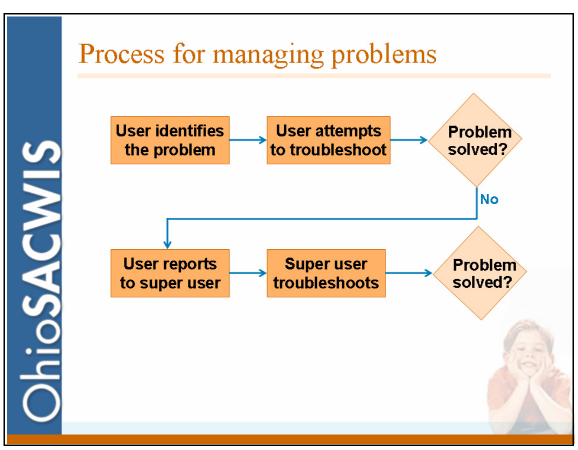


Presentation
Problem identification and reporting, continued

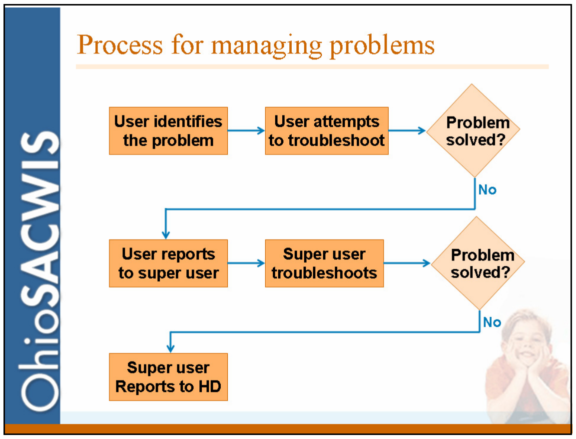
Notes







Presentation
Problem identification and reporting, continued



Notes

Presentation

Understanding the problem

When a user comes to you with a problem, your first goal is to understand the problem by approaching it in a systematic way:

- Attempt to duplicate the problem (without corrupting data in the production database).
- Determine whether the problem is the result of a user action or a failure of the system. To do so, ask the following questions:

<table>
<tr><td>1. Have you done this task before?</td><td>If not, consult online help or your User Guide.</td></tr>
<tr><td>2. Did you do all of the steps in the correct sequence?</td><td>Perform the steps again and follow the correct sequence.</td></tr>
<tr><td>3. When was the last time you did this task successfully?</td><td rowspan="3">If the problem persists, it may be the result of a system failure.
Gather the details of the problem and report it to the Help Desk.</td></tr>
<tr><td>4. Can you complete the task on another PC (without duplicating data)?</td></tr>
<tr><td>5. Are others having the same difficulty?</td></tr>
</table>

Presentation
Resolving the problem

If you can resolve the problem:

- Provide the worker with the resolution.
- Make sure the worker understands the resolution.

If you can't resolve the problem:

- Gather details about the problem.
- Report it to the Help Desk.

Presentation
Gathering the details

Whether you are ready to solicit assistance from the Help Desk or want to spend more time on the problem, you should gather details, again, in a systematic way.

- Write a description of the problem.
- Identify the screens, tabs, fields, buttons, and links that are related to the problem.
- Identify the steps performed before the problem occurred.
- Write down any error messages.
- Identify the intake ID, case ID, provider ID, and person names or IDs.
- Provide your user ID and worker ID.
- Gather screen shots of any error messages, unusual displays, and so on.
- Prepare a list of any other users who are having the same problem—or not having the same problem.
- ____
- ____
- ____

Presentation

Prioritizing the problem

When you report the problem, you indicate a priority level. The Help Desk will examine the problem and work with you to determine a final priority.

These are the priority levels assigned by the Ohio SACWIS project:

Priority	Description	Response time
Critical	A service, function, or process of Ohio SACWIS, required for client support, is totally unusable or unavailable. Impact on the user/client is disabling. The problem requires immediate response. A problem exists that prevents users from performing a task that must be accomplished in 12 hours, or less. No workarounds exists. **Note:** User assistance, if required, must be available during the entire period that a problem is being worked as a Critical priority.	Assigned to an agent within 15 minutes and resolved (or an accepted plan for resolution is developed) within 4 hours.
High	The ability to use a service, function, or process of Ohio SACWIS, required for client support, is severely limited. A problem exists that prevents users from performing a task that must be accomplished in 72 hours. The problem prevents multiple users from using the system. Sensitive information (data) is not properly protected. No workaround exists.	Assigned to an agent within 2 hours and resolved (or an accepted plan for resolution is developed) within 3 business days.
Medium	Workers can use a service, function, or process of Ohio SACWIS, required for client support, with some degradation of features or services normally provided. Impact on the customer is apparent but not disabling or severe. A problem exists that prevents a single user from using the system. No workaround exists.	Assigned within 4 hours and resolved (or an accepted plan for resolution is developed) within 14 calendar days.
Low	A problem exists in a service, function, or process of Ohio SACWIS, required for client support, but circumvention or an alternative is available. Impact on the customer is minimal. A problem exists that indicates a limited part of the system is unusable. Users are able to perform their job. A workaround exists.	Assigned within 4 hours and resolved (or an accepted plan for resolution is developed) within 30 calendar days.

Presentation
Reporting the problem

You will report a problem to the Help Desk according to the practices of your agency. Most likely, you will use a Word template.

1. Open the problem report template.
2. “Save As” and include the name of the client and/or problem.
3. Complete the report according to the template.
4. Save the file.
5. Send it to the Help Desk according to your agency procedures.

When you report a problem to the Help Desk, they open a "ticket," which describes and is used to track the problem. The ticket remains open until the problem is resolved, at which time the ticket is closed.

Contacting the Help Desk

Email: SACWIS_HELPDESK@odjfs.state.oh.us

Phone: (614) 466-0978 or (800) 686-1580
(Select options 3, then 5, then 2)

Presentation
Following up

Just reporting the problem does not end your involvement! As the super user, you will stay in touch with the Help Desk until the ticket is closed.

When the Help Desk resolves the problem:

- Provide the worker with the resolution
- Make sure the worker understands the resolution

Guided exploration
Knowledge Base

The Knowledge Base reflects the current issues, guidance, and frequently asked questions from Ohio SACWIS users. It's possible that the Knowledge Base contains information that will help you with your problem.

Let's look at it now.

1. Click the **help & training** header link.
2. Click the **Online Help** link.
3. In the Contents, click the **Knowledge Base** topic link.
4. Click the link in the help topic.
5. Explore this site.
6. Close the help window.

Review
Problem identification and reporting

1. When is a problem a problem?

2. True or False: A user must contact you immediately when he or she runs into a problem with the system.

3. What are the five easy steps to understanding a problem?

4. True or False: A medium priority help ticket must be corrected within 14 calendar days.