

Entering RTIS Youth Supports

Ohio *RTIS*

Knowledge Base Article

Entering RTIS Youth Supports

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Entering RTIS Youth Supports

Overview

This article describes how to enter and maintain Youth Support records within the Residential Treatment Information System (RTIS). Support records are a listing of individuals involved with a youth and their contact information. These can include people such as case workers, parent(s), teachers, Guardian Ad Litem, or child-centered recruiters. These records are managed through a separate Youth Tool and pull into various work items such as Contacts and Discharge Plans. The system will maintain a record of those who are Active supports and retain information about people who have been marked as Inactive.

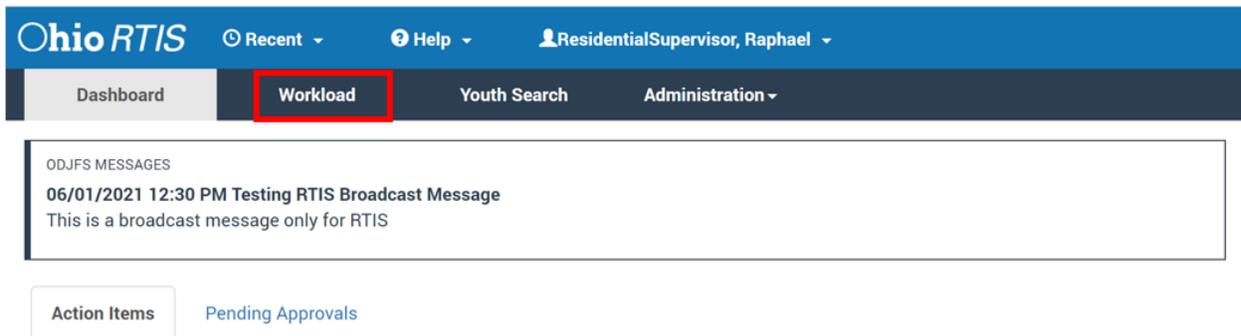
At least one Support record in addition to the Youth Contact Information is required in RTIS.

Navigating to Supports

Supports can be found in the **Youth Tools** within a **Youth Overview**. To access the **Youth Overview**, follow these steps:

From the Ohio RTIS Dashboard:

1. Click the **Workload** Tab.
2. Select the **Assigned** or **Unassigned** Tab (Ohio RTIS will default to the Action Items tab).



No Action items found.

The **Workload** tab screen appears.

3. Locate and click the name hyperlink of the youth for whom Support records need to be added/edited.

Entering RTIS Youth Supports

Ohio RTIS Recent Help ResidentialSupervisor, Raphael

Dashboard Workload Youth Search Administration

Assigned Unassigned

⚠ There are 2 unassigned placements that need attention. View Unassigned Placements

Workload

Status: Both Sort by: Youth Name A-Z Apply

Worker: ResidentialSupervisor, Raphael

ResidentialSupervisor, Raphael Transfer Workload

Youth Name / ID	Placement Begin Date	Placement End Date	Facility	Placement Source
	02/24/2021		The Buckeye Ranch	County Juvenile Court
	10/14/2020		The Buckeye Ranch	County Children Services Board
	04/14/2021		The Buckeye Ranch	County Children Services Board
	07/08/2020		The Buckeye Ranch	County Children Services Board

The **Youth Overview** appears.

Note: Alternatively, from the Ohio RTIS Dashboard, click the **Youth Search** tab. Enter in the **Youth ID** or **Youth Last Name** and **Youth First Name**, along with any applicable search criteria, then click the **Search** button. Once you make your selection from the search results, the Youth Overview screen will appear. For more information regarding a person search, please see the following article: [Using Search Functionality.pdf \(jfskb.com\)](https://jfskb.com/Using-Search-Functionality.pdf).

Ohio RTIS Recent Help ResidentialSupervisor, Raphael

Dashboard Workload Youth Search Administration

Entering RTIS Youth Supports

1. From the **Youth Overview** screen, click the **Youth Tools** drawer and choose the hyperlink named [Supports](#).
2. The **Youth / Supports** page appears.

Ohio RTIS Recent Help Wallace, Mia

Dashboard Workload Youth Search Administration

Youth Overview | Youth Tools

[Youth Overview](#)
[Contacts](#)
[Supports](#)
[Discharge Plan](#)
[Youth Profile](#)
[Youth Placement History](#)
[Release of Information](#)

YOUTH NAME / ID: Dewitt, Jimmy Chainsaw / 00000000 GENDER, AGE, DOB: Male, Age 00, MM/DD/YYYY STATUS: Current Placement

PREGNANT PARENTING

PLACEMENT DATES: MM/DD/YYYY - MM/DD/YYYY FACILITY NAME: <Facility Name> PLACING AGENCY: <Agency Name>

Youth / Supports

Youth Contact Information

[edit](#) Name: Lastname, Firstname Contact: (614) 555-5555 Address: 4020 E 5th Ave, Columbus, OH 43230

DISCHARGE CAREGIVER

Active Supports

Entering Youth Contact Information

The initial entry on the Youth / Supports page is Youth Contact Information.

1. Click [edit](#) next to the youth's name.

Entering RTIS Youth Supports

YOUTH NAME / ID: <i>Dewitt, Jimmy Chainsaw / 00000000</i>	GENDER, AGE, DOB: <i>Male, Age 00, MM/DD/YYYY</i>	STATUS: <i>Current Placement</i>	
PREGNANT PARENTING			
PLACEMENT DATES: <i>MM/DD/YYYY - MM/DD/YYYY</i>	FACILITY NAME: <i><Facility Name></i>	PLACING AGENCY: <i><Agency Name></i>	
Youth / Supports			
Youth Contact Information			
edit	Name: <i>Lastname, Firstname</i>	Contact: <i>(614) 555-5555</i>	Address: <i>4020 E 5th Ave, Columbus, OH 43230</i>
	DISCHARGE CAREGIVER		

The **Youth Contact Information** detail page appears.

1. Use the Search Address button to add an address to the record. See section **Searching and Creating Address Information** below for details.
2. Select a **Contact Type** from the drop-down.
3. Depending on the **Contact Type** selected, enter the corresponding data in the resulting text box (Phone number, e-mail address, social media account, etc.).
4. Enter any applicable **Additional Contact Information** in the text box.
5. Select the **Discharge Caregiver** box if no other adult is responsible for youth's care, if the youth is emancipated and living on their own during aftercare, for instance.
6. Choose **Apply** to save the entered information and remain on the same page, **Save** to retain the information and return to the Supports List page or **Cancel** to delete entered information and return to the Supports List page with no data.

Entering RTIS Youth Supports

Youth Contact Information Details

Workload > Youth Overview > Supports

YOUTH NAME / ID:

Dewitt, Jimmy Chainsaw / 00000000

GENDER, AGE, DOB:

Male, Age 00, MM/DD/YYYY

STATUS:

Current Placement

PREGNANT **PARENTING**

Youth Contact Information

Address:

An address has not been added.

Search Address

Contact Type: *

Social Media

Contact:

Additional Contact Information: [\(expand full screen\)](#)

4000 characters remaining

Discharge Caregiver (No other adult is responsible for youth's care)

Apply

Save

Cancel

Entering RTIS Youth Supports

Entering Support Person Details

1. From the **Youth / Supports** page, click the **Add Youth Support** button.

The screenshot displays the Ohio RTIS web application interface. At the top, there is a navigation bar with the Ohio RTIS logo, a 'Recent' dropdown, a 'Help' dropdown, and a user profile for 'Wallace, Mia'. Below this is a main menu with 'Dashboard', 'Workload', 'Youth Search', and 'Administration'. The 'Youth Search' section is active, showing 'Youth Overview' and 'Youth Tools'. The main content area displays details for a youth named Jimmy Chainsaw, including gender (Male), age (00), and status (Current Placement). Below this, there are fields for placement dates, facility name, and placing agency. A 'Youth / Supports' tab is selected, leading to the 'Youth Contact Information' section. This section shows a contact person with the name 'Lastname, Firstname', contact number '(614) 555-5555', and address '4020 E 5th Ave, Columbus, OH 43230'. A 'DISCHARGE CAREGIVER' button is visible. Below the contact information is the 'Active Supports' section, which contains a table with columns for Name, Relationship, Contact, and Address. The table lists four support persons, all with the same contact number and address as the contact person above.

Name	Relationship	Contact	Address
Lastname, Firstname DISCHARGE CAREGIVER	<Relationship>	(614) 555-5555	4020 E 5th Ave, Columbus, OH 43230
Lastname, Firstname	<Relationship>	(614) 555-5555	No Address has been recorded.
Lastname, Firstname	<Relationship>	(614) 555-5555	4020 E 5th Ave, Columbus, OH 43230
Lastname, Firstname	<Relationship>	(614) 555-5555	4020 E 5th Ave, Columbus, OH 43230

Entering RTIS Youth Supports

Inactive Supports

Include Created in Error

	Name	Relationship	Contact	Address
edit	Lastname, Firstname	<Relationship>	(614) 555-5555	4020 E 5th Ave, Columbus, OH 43230
edit	Lastname, Firstname	<Relationship>	(614) 555-5555	4020 E 5th Ave, Columbus, OH 43230
edit	Lastname, Firstname	<Relationship>	(614) 555-5555	4020 E 5th Ave, Columbus, OH 43230
edit	Lastname, Firstname	<Relationship>	(614) 555-5555	4020 E 5th Ave, Columbus, OH 43230



The **Support Person Details** screen appears.

1. Enter the **Last Name** and **First Name** of the support individual in the text boxes.
2. The **Active/Inactive** toggle bar defaults to Active upon add of a Support record but can be used to activate/deactivate the individual during editing of the Support records.
3. Select the **Relationship to Youth** from the drop-down.
4. Check **Discharge Caregiver** if the individual is the proposed/current caregiver for the youth.
5. Use the Search Address button to add an address to the record. See section **Searching and Creating Address Information** below for details.
6. Select a **Contact Type** from the drop-down.
7. Depending on the **Contact Type** selected, enter the corresponding data in the resulting text box (Phone number, e-mail address, social media account, etc.).
8. Enter any applicable **Additional Contact Information** in the text box.
9. Choose **Apply** to save the entered information and remain on the same page, **Save** to retain the information and return to the Supports List page or **Cancel** to delete entered information and return to the Supports List page with no data.
10. After initial save of the Support record, edit and choose the **Created in Error** checkbox if the record was not applicable to this youth and needs to be deleted.

Entering RTIS Youth Supports

<Add/Edit> Youth Support

Workload > Youth Overview > Supports

YOUTH NAME / ID: Dewitt, Jimmy Chainsaw / 00000000	GENDER, AGE, DOB: Male, Age 00, MM/DD/YYYY	STATUS: Current Placement
-------------------------------------------------------	-----------------------------------------------	------------------------------

Support Person Details

Last Name: * First Name: * ACTIVE

Relationship to Youth: * Discharge Caregiver

Address:
No address has been recorded.

Contact Type: *

Phone: Ext:

Additional Contact Information: [expand full screen](#)

4000 characters remaining

Created in Error

Entering RTIS Youth Supports

Searching and Creating Address Information

1. To add a youth or support person's address, click the **Search Address** button.

Ohio RTIS Recent Help Wallace, Mia

Youth Contact Information Details

Workload > Youth Overview > Supports

YOUTH NAME / ID: Dewitt, Jimmy Chainsaw / 00000000
GENDER, AGE, DOB: Male, Age 00, MM/DD/YYYY
STATUS: Current Placement

PREPARING PARENTING

Youth Contact Information

Address:
An address has not been added.

Search Address

Contact Type: *

Phone: Ext:

Additional Contact Information: [\(expand full screen\)](#)

4000 characters remaining

Apply Save Cancel

The **Address Search** screen appears.

2. Begin typing the desired address in the **Address Lookup** bar. Once the Google results return, click the correct address.
3. If the address being sought is not found, click the **PO Box or Manual Search Criteria** drawer to enter the desired search criteria.
4. Choose the **Regular** or **PO Box** radio button to toggle between the two entry screens as needed.
5. Click **Search**, or the **Clear Form** button to delete entered search criteria and start over. Choose the **Cancel** button on the sticky footer at any time to return to the Contact Information with no data returned to the Support record.
6. Click the [select](#) link next to the address for the youth. The chosen address will pull back into the Support record.

Entering RTIS Youth Supports

Domestic Address Search Foreign Address Search

Address Details

Address Lookup:
Enter at least 8 characters to get address suggestions

[PO Box or Manual Search Criteria](#) ^

Note: Manual Search Criteria will override Address Lookup (Google Search)

Type:
 Regular PO Box

Street Number: Street Name: Unit Name:

City: State: ZIP Code: -

Domestic Address Search Results

Result(s) 1 to X of 128 / Page 1 of Z

	Address	Valid	County	Geo Code	Hazard
<input type="button" value="select"/>	123 Main St Columbus, OH 12345-1234	Yes	Franklin	None	No
<input type="button" value="select"/>	123 Main St Columbus, OH 12345-1234	Yes	Franklin	None	No

Alternative View of PO Box Search Criteria

[PO Box or Manual Search Criteria](#) ^

Note: Manual Search Criteria will override Address Lookup (Google Search)

Type:
 Regular PO Box

PO Box:

City: State: ZIP Code: -

Entering RTIS Youth Supports

- Should the individual reside outside of the United States, choose the **Foreign Address Search** tab and enter the applicable search criteria in the **Address Lookup** bar, then select the **Search** button.
- Click the [select](#) link next to the address for the individual. The selected address will pull back into the Support record.

Address Search

Workload > Youth Overview > Supports > <Add/Edit> Youth Support

YOUTH NAME / ID: <i>Dewitt, Jimmy Chainsaw / 00000000</i>	GENDER, AGE, DOB: <i>Male, Age 00, MM/DD/YYYY</i>	STATUS: <i>Current Placement</i>
PREGNANT	PARENTING	

Domestic Address Search

Foreign Address Search

Address Details

Address Lookup:
Enter at least 8 characters to get address suggestions

Address:
Address Line 1

Address Line 2

Address Line 3

Search

Clear Form

Foreign Address Search Results

Result(s) 1 to X of 128 / Page 1 of Z

	Address
select	123 Main St Columbus, OH 12345-1234
select	123 Main St Columbus, OH 12345-1234

< 1 8 > Cancel >

- If the desired address is not returned in the Search Results grid, choose the **Add New Address** Button. Depending from which tab the button is selected, the **Add New Domestic Address** or **Add New Foreign Address** page will appear.

Entering RTIS Youth Supports

Domestic Address Search Results

Result(s) 1 to X of 128 / Page 1 of Z

	Address	Valid	County	Geo Code	Hazard
select	123 Main St Columbus, OH 12345-1234	Yes	Franklin	None	No
select	123 Main St Columbus, OH 12345-1234	Yes	Franklin	None	No

< 1 -- 8 9 10 -- 20 >

[Add New Address](#)

[Cancel](#)

10. Enter the desired information for the new address entry, then select **Save** to retain the address and return to the Support record with the newly created Address. Choose **Cancel** to delete any entered data and return to the Support record with no data selected.

Entering RTIS Youth Supports

Add New Domestic Address

Workload > Youth Overview > Supports > +Add / Edit Youth Support

Address Details

Type:

Regular PO Box

Street Number:

Street Name:

Unit Name:

City: *

State: *

ZIP Code: *

 -

County: *

Other County:

School District:

Other District:

Census Tract:

Geographical Designation:

Neighborhood Name:

Law Enforcement Jurisdiction:

Environmental Hazard Details: [\(expand full screen\)](#)

No Known Environmental Hazards

4000 characters remaining

Directions: [\(expand full screen\)](#)

4000 characters remaining

Created By: Lastname, Firstname

Created Date: <MMDDYYYY>

Modified By: Lastname, Firstname

Modified Date: <MMDDYYYY>

Save

Cancel

OR

Entering RTIS Youth Supports

Add New Foreign Address

Workload > Youth Overview > Supports > <Add / Edit> Youth Support

Address Details

Address:

Address Line 1

Address Line 2

Address Line 3

Created By: Lastname, Firstname Created Date: <MM/DD/YYYY>

Modified By: Lastname, Firstname Modified Date: <MM/DD/YYYY>

Activating/Deactivating Support Record

1. To manage the status of a youth's Supports, click the **Activate / Deactivate Supports** button from the Supports list page.
2. The **Activate / Deactivate Supports** page appears.

Entering RTIS Youth Supports

The screenshot shows the Ohio RTIS web application interface. At the top, there is a navigation bar with 'Ohio RTIS', 'Recent', 'Help', and 'Wallace, Mia'. Below this is a menu with 'Dashboard', 'Workload', 'Youth Search', and 'Administration'. The main content area is titled 'Youth Overview' and 'Youth Tools'. It displays fields for 'YOUTH NAME / ID', 'GENDER, AGE, DOB', 'STATUS', 'PLACEMENT DATES', 'FACILITY NAME', and 'PLACING AGENCY'. Below this is a section for 'Youth / Supports' which includes 'Youth Contact Information' and 'Active Supports'.

The 'Active Supports' section contains a table with the following columns: Name, Relationship, Contact, and Address. The first row has a 'DISCHARGE CAREGIVER' label next to the name. Below this table is the 'Inactive Supports' section, which includes a checkbox for 'Include Created in Error' and another table with the same columns as the Active Supports table.

At the bottom of the interface, there are two buttons: 'Add Youth Support' and 'Activate / Deactivate Supports'. The 'Activate / Deactivate Supports' button is highlighted with a red box.

3. Toggle the bar to **Active** or **Inactive** next to each Support record as applicable.
Note: The designated Discharge Caregiver may not be deactivated.
4. Select **Save** to retain selections or **Cancel** to erase changes.

Entering RTIS Youth Supports

Ohio RTIS Recent Help Wallace, Mia

Activate / Deactivate Supports

Workload > Youth Overview > Supports

YOUTH NAME / ID: Dewitt, Jimmy Chainsaw / 00000000

GENDER, AGE, DOB: Male, Age 00, MM/DD/YYYY

STATUS: Current Placement

PREGNANT PARENTING

Youth Supports

Note: Supports marked as Discharge Caregivers can not be set to Inactive

Firstname Lastname - Adoptive Father	DISCHARGE CAREGIVER
Firstname Lastname - Grandmother	ACTIVE
Firstname Lastname - Grandfather	INACTIVE
Firstname Lastname - Biological Sister	INACTIVE
Firstname Lastname - Cousin	ACTIVE

Save Cancel

The Supports list page appears.

Support Records in other Work Items

1. Support records will display in **Contacts**, as individuals who have been referenced during these activities.

Entering RTIS Youth Supports

Ohio RTIS Recent Help Wallace, Mia

<Add/Edit/View> Contact Details
Workload > Youth Overview > Contacts

YOUTH NAME / ID: Dewitt, Jimmy Chainsaw / 00000000 GENDER, AGE, DOB: Male, Age 00, MM/DD/YYYY STATUS: Current Placement

Contact Details

Contact Date: [calendar icon] Contact Duration: [dropdown]

Category: [dropdown]

Available Supports: [search] Add All Add
Lastname, Firstname
Lastname, Firstname
Lastname, Firstname

Selected Supports: Remove Remove All [search]

Contact Types

Available Contact Types: [search] Add All Add
Option 1
Option 2
Option 3

Selected Contact Types: Remove Remove All [search]

Narrative Details

Narrative: [\(expand full screen\)](#)

[text area]

10000 characters remaining

[Update Narrative] [View Narrative History]

Created By: Lastname, Firstname Created Date: <MMDDYYYY>
Modified By: Lastname, Firstname Modified Date: <MMDDYYYY>

2. Active Supports are pulled into every Discharge Plan and printed as part of a Discharge Plan report. Support records updated in the Discharge Plan will also modify the data in the Youth Tool Supports as well. The Update Supports button will navigate users to the Supports list page.

Entering RTIS Youth Supports

Ohio RTIS Recent Help Wallace, Mia

Discharge Plan Details
Workload > Youth Overview > Discharge Plan

YOUTH NAME / ID: Dewitt, Jimmy Chainsaw / 00000000	GENDER, AGE, DOB: Male, Age 00, MM/DD/YYYY	
PLACEMENT DATES: MM/DD/YYYY - MM/DD/YYYY	FACILITY NAME: <Facility Name>	PLAN VERSION / STATUS: 1.00 / Approved (MM/DD/YYYY)

Discharge Plan Overview Placement Services Education Aftercare Services **Supports** Approval

Youth Supports

[edit](#) Firstname Lastname - <Relationship> **DISCHARGE CAREGIVER**

Contact: (814) 555-5555 Address: 4020 E 5th Ave, Columbus, OH 43230 Date Discharge Plan Provided:

[edit](#) Firstname Lastname - <Relationship>

Contact: (814) 555-5555 Address: 4020 E 5th Ave, Columbus, OH 43230 Date Discharge Plan Provided:

[edit](#) Firstname Lastname - <Relationship>

Contact: (814) 555-5555 Address: 4020 E 5th Ave, Columbus, OH 43230 Date Discharge Plan Provided:

Update Supports

If you need additional information or assistance, please contact the SACWIS Help Desk at: 614-466-0978, select #3, then select #5.