



TO: Justice Center Investigators
FROM: Tony Bruno, Chief of Investigations
DATE: September 9, 2013
SUBJECT: Case Closure Process Reminder

#

The Justice Center has been in operation for over 60 days and is in the process of reviewing and closing cases as investigations are completed. As a reminder, attached is a process checklist regarding the closure process for Cases of Abuse and Neglect for Investigations staff to utilize when completing investigations in the VPCR.

Key points to consider for case closure are:

- SCR check is required for all identified suspects
- Contact records must be included (with appropriate addresses) for suspects, victims, personal representatives, and provider/facility directors
- At least one Offense with a recommended outcome/determination must be made in the case record
- The Closure tab must be complete
- The SOA Investigator sets the Sub-Status to Pending Review and sends the Justice Center an email stating the case is ready for review. The SOA Investigator does NOT close the case record

For any questions regarding these processes, please contact: Pam Williams, Triage Supervisor HQ at Pam.Williams@Justicecenter.ny.gov.

Cc: Jeff Wise
Jay Kiyonaga
Robin Forshaw