



TO: AIN Representatives of DOH, OASAS, OCFS, OMH, OPWDD, and SED
FROM: Jay Kiyonaga, Executive Deputy Director JK
DATE: July 31, 2013
SUBJECT: Process Update Regarding Unverified Providers in the VPCR

Provider information is provided by each agency for the appropriate assignment of incident reports. In some cases, a provider cannot be located within the agency supplied information. When the Justice Center Intake Unit is unable to find a Provider record in the VPCR it requires that the agency verify the provider to ensure appropriate processing.

Acknowledging agency staffing constraints and the importance of timely processing, the Justice Center has put in place a process to allow the reports to move forward to the agency. For most agencies, this process will still provide an opportunity for the Justice Center to verify unknown providers prior to transmittal, as well as allowing an agency to validate and correct providers.

Please review the following process updates below and forward this memorandum to all Agency Investigations Assignment Team members as appropriate.

When a Provider Record cannot be located in the VPCR...

Justice Center Intake Supervisors have been instructed to contact the individuals in the table below to validate the provider information. If the Provider is not in the Justice Center's jurisdiction, the report will be processed as "Non-Reportable, Non-NYJC Incident." If the Provider is in the Justice Center's Jurisdiction, the agency is responsible to go through their standard internal procedures for updating the information in their database which will then allow for the transmittal of the Provider Record as part of the nightly update of the VPCR database. The report will then be processed and assigned accordingly.

State Oversight Agency	Business Hours	After Hours
OPWDD	Colleen Myers (518) 474-3625 Colleen.R.Myers@opwdd.gov	Same as the "On-Call" Number
OMH	Susan Knapik (518) 474-5570	Same as the "On-Call" Number
DOH	Patty Kennedy Health Program Administrator (518) 408-1133 pxm12@health.state.ny.us	None

State Oversight Agency	Business Hours	After Hours
OASAS	Robert Kent OASAS General Counsel (518) 485-2312 RobertKent@oasas.ny.gov	None
SED	Eileen Borden (518) 473-1185 eborden@mail.nysed.gov	None
OCFS	Chris Cargain (518) 474-8120 Chris.cargain@ocfs.ny.gov	None

If a Justice Center Intake Supervisor is unable to contact the SOA directly...

The process will vary depending on the Agency Involved.

For OASAS, DOH, OCFS, and SED, the report will be assigned to the SOA Investigations Assignment Team or the Justice Center – depending on the facts of the incident. A note will be documented in the report explaining that the Provider has yet to be verified. It is the responsibility of OASAS, DOH, OCFS and SED to validate if the provider should be in the VPCR and work with their ITS staff to update their database which will then send the update to the VPCR. Following the overnight update, the assigned investigator will be responsible for correcting the record if needed

For OPWDD and OMH, an email notification will be sent informing the agency of the report. However, without the verified Provider Record, an XML transfer cannot occur. Justice Center Intake Supervisors on duty the following day must follow-up with OPWDD and OMH and submit the XML transfer only after the Provider has been verified and the VPCR updated accordingly.

Should you have any questions regarding this process, please contact Jody Signoracci at (518) 549-0200. As always, thank you for your continued cooperation and support.

VPCR Guidance Updated (10/13)