



TO: AIN Representatives of DOH, OASAS, OCFS, OMH, OPWDD, and SED
FROM: Jay Kiyonaga, Executive Deputy Director JK
DATE: August 22, 2013
SUBJECT: Reassignment Process Update

Effective August 20, 2013, the Justice Center modified the Case and Incident reassignment process in response to feedback from State Oversight Agencies (SOAs). Under the new process, reassigned notifications will more clearly state that the case is a reassignment from another SOA or the Justice Center. There are three types of case reassignments:

1. **Justice Center to SOA Reassignment:** The Justice Center determines that the case should be investigated by a SOA
2. **SOA to SOA Reassignment of a Case:** A SOA requests reassignment of a potential case of Abuse and Neglect to another SOA
3. **SOA to SOA Reassignment of an Incident:** A SOA requests reassignment of a potential Significant Incident to another SOA

Key changes and process clarifications are noted in the table below. For any questions regarding these changes, please contact Pam Williams, Triage Supervisor HQ at Pam.Williams@Justicecenter.ny.gov. Thank you for your continued cooperation and support.

Reassignment Process Updates

Reassignment Type	Process Updates	Notification Updates
Justice Center to SOA Reassignment	<p>The Justice Center will perform the following updates:</p> <ul style="list-style-type: none"> • Investigation Assigned To field will change to appropriate SOA in the Case Record • Case will be assigned to SOA Investigations Assignment team members • A Note will be added providing the reason for the reassignment 	<p>An updated reassignment notification template will include the following:</p> <ul style="list-style-type: none"> • Subject: Reassigned Abuse & Neglect Case <Enter Case Serial Number> • Body: Language includes references to: Initial Incident Serial Number; External Reference Number (for OPWDD and OMH); Acknowledgement of any known related Cases or Incidents already linked to the

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Reassignment Type	Process Updates	Notification Updates
SOA to SOA Reassignment of a Case	The Justice Center will perform the following updates: <ul style="list-style-type: none">• Reopen the underlying Incident Record<ul style="list-style-type: none">○ Change the Agency Involved and Provider fields as required○ Send the Incident notification to the new SOA○ Send the XML file to the new SOA• Investigation Assigned To field will change to appropriate SOA in the Case Record• Case will be assigned to SOA Investigations Assignment team members• A Note will be added providing the reason for the reassignment	Case The Incident Notification (F9 email) will be adjusted to include the following when a case is reassigned: <ul style="list-style-type: none">• Subject: NYJC Incident ID – XXXXXXXXX – Reassigned to XXX from Another SOA• Body: Language includes a reference that the Case has been reassigned
SOA to SOA Reassignment of an Incident	The Justice Center will perform the following updates: <ul style="list-style-type: none">• Change the Agency Involved and Provider fields as appropriate in the Incident Record• Send the Incident notification to the new SOA• Send the XML file to the new SOA• Incident will be assigned to SOA Investigations Assignment team members• A Note will be added providing the reason for the reassignment	The Incident Notification (F9 email) will be adjusted to include the following when a case is reassigned: <ul style="list-style-type: none">• Subject: NYJC Incident ID – XXXXXXXXX – Reassigned to XXX from Another SO• Body: Language includes a reference that the Incident has been reassigned

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Cc: Jeff Wise
Anthony Bruno
Pam Williams

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