



## Justice Center for the Protection of People with Special Needs

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**TO:** VPCR User Community  
**FROM:** Jay Kiyonaga, Executive Deputy Director  
**DATE:** January 21, 2016  
**SUBJECT:** VPCR Release 7

The Justice Center's VPCR application will be upgraded to Release 7 in April 2016. The upgrade will introduce new features and functionality to both the VPCR and the *Web Submission of Investigation Report (WSIR)* application.

### **Updates to Functionality**

VPCR Release 7 will include system-wide updates to features and functionality to facilitate utilization and data integrity of system records. These features and functionality include:

**Case Insensitivity for Searching** – Users will be able to search without using the “~like” function. Case insensitivity will be available on Contact Name, Provider Name, Street Address and City.

**Phone Number Standardization** – Fields for phone number throughout the VPCR will now be standardized and data entered into the Incident Reporting Web form and Web Submission for Investigation Reports (WSIR) will follow the same format.

**Queues** – Incidents and Cases that are currently transitioned to multiple “Owners” will now be transitioned to “Queues”. Individuals in Justice Center and SOA business units will “take ownership” of a specific incident or case from the Queue. Justice Center business units and SOA's will determine which VPCR users must be given visibility to each Queue.

**Activity Plans and Activities** – Incident and Case Notes will be replaced by VPCR Activity Plans and Activities. The current Notes functionality will be changed to Read-only for existing records; in place of notes, VPCR users will create Activities to update the Incident or Case record. For Justice Center staff in the Call Center, Triage, Investigations and Office of General Counsel, the system will generate Activity Plans with standard Activities. Activities will be available to all VPCR users and can be added to an Incident or Case in the same manner that Notes is utilized.

VPCR Users will have the ability to use Activities to assign Owners or other contacts and Activities can be used to track completion dates for follow-up. The Incident and Case views will also be updated to include the current “stage” of the record by including the current Activity within an assigned Activity Plan. This will provide VPCR users, particularly supervisors, immediate information on the case or incident status.

**Workflows** – Within the Incident and Case modules, there are a number of system validations and workflows that will be implemented. The system validations have been programmed into the VPCR to help users ensure the data entered into Incidents and Cases are accurate and complete. Workflows will automate and replace existing manual processes: for example, when the Call Center “Creates an Investigation”, the VPCR will automatically generate the necessary F9 notification(s), XML transmission, and corresponding case record. In addition, new fields for Incident and Case sub-types have been added to further define reports of abuse or neglect that require unique action.

## Added Features

There are a number of specific VPCR system additions that will be included in Release 7.

### **Provider Tab Changes:**

- A Profile View will be added to the Provider record and will include values for: Type; Sub-type; Program & Conditions. These additional data elements are being added for increased reporting capability.
- A JC Jurisdiction Flag will be added to the Provider record. This flag will be updated by Intake Supervisors and will be used to filter Provider pick lists.
- An ICF Flag will now show values of Y (Yes), N (No), and P (Possible). OPWDD Providers will be designated with a value of "P" when the parent Facility or Agency selected on the incident has at least one Program which has an ICF Flag value of Y.

**Global Contacts** A Global Contact will replace entries within the WSIR and VPCR applications that require an Unknown or Anonymous value. This will help to eliminate multiple contact records from being retained in the system for these types of entries. The Unknown Global contact will also allow for the entry of a "Quantity" of Unknowns which will assist Investigators and the Office of General Counsel when preparing Final Investigation Reports and Determination Letters.

### **Incident Tab Changes:**

- The Incident Summary field size is increased for on-screen viewing
- A new Edit Contacts applet will allow for contact editing within Incident Contacts
- A new contact type of "Family Member" has been added
- An "Under age of 18" field is added and the "Estimate Age Range" field removed
- Closure/Issues of Concern checkboxes are added for Significant Incidents

## What to Expect between Now and April

In preparation for VPCR Release 7, expect the following from the Justice Center:

**Communication** – All SOA users will receive a corresponding memo outlining the VPCR Release 7 enhancements. Further, in the coming weeks, we will be disseminating additional information and updates to familiarize VPCR users with the enhancements.

**User Acceptance Testing (UAT)** –The Justice Center will be requesting assistance from each Justice Center business unit and SOA for User Acceptance Testing (UAT). Five weeks of UAT is planned to begin the week of February 8<sup>th</sup> and will consist of three test cycles. Your participation during UAT is critical and we are looking forward to your input and feedback.

**Training** – Training will be provided prior to Release 7 going to production. More information will follow.

**Position updates** – Each VPCR user will be designated one position and one parent position (supervisor) within the system. User testing is happening now with the expectation that the changes will be applied to the VPCR Production system on January 28<sup>th</sup>. Between January 21<sup>st</sup> and January 28<sup>th</sup>, VPCR user provisioning will be on-hold to prepare for the changes to user positions that will be implemented on January 28<sup>th</sup>.

**Enterprise Data Quality (EDQ) - Contact Merging** – Contact merging functionality for Justice Center VPCR users will be reinstated in February 2016.

Please direct any questions to your state agency contact or via email to the Justice Center at [techinfo@justicecenter.ny.gov](mailto:techinfo@justicecenter.ny.gov).