Web Submission of Investigation Report Expanded Job Aide

Purpose: This job aid provided guidance to users of the Web Submission of Investigation Report (WSIR) application. The aid provides helpful tips, expanded instructions, and information on what is expected for a complete submission.

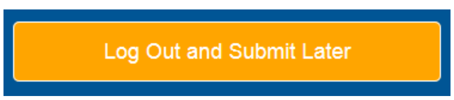
Audience: Office for People With Developmental Disabilities state agency and provider agency users and Office of Mental Health state agency and provider agency users.

Helpful Tips for using WSIR

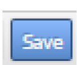
The WSIR application is used to submit information into the Vulnerable Persons Central Register (VPCR) for review by state oversight agency users and Justice Center users. Generally, information only flows from WSIR to the VPCR – with one exception: when Global Unknown Suspect or Victim Contacts are created in the VPCR, these contacts are visible to the WSIR user. For more information on this see Instructions for Section 2.

Information that is added to WSIR and saved is immediately viewable in the VPCR. A report is not complete however, until the WSIR users clicks the submit button.

> ***SCR Checks** – Investigators at the Justice Center perform a check against the State Central Register for Child Abuse and Maltreatment (SCR) for each case suspect. To expedite this process, we ask that you add the names of the suspects into WSIR: Section 2 as soon as you have them.*

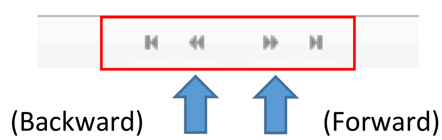


Users may add information to their WSIR case at any time throughout the investigation process. To leave the report and save it for returning later, use the “Log Out and Submit Later” button.



Sections 2, 3 and 4 have a “Save” button. We recommend that you click the save button after adding new information into any of these sections.

Moving around the application: In sections 2, 3 and 4 if you cannot see all of your entries listed in the section, you can move to them by selecting the arrows located at the bottom of each section.



Where is your scroll bar? Sometimes not all of the columns available in a section are visible on screen: to expose all columns you may have to use your scroll bar at the bottom of the section.

Need Help? Contact:

VPCR Resource Group
Monday - Friday: 8:00 a.m. to 4:30 p.m.
Phone: (518) 549-0240
Email: vpcrresourcegroup@justicecenter.ny.gov

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Instructions for Completing the WSIR Form

Access: To access WSIR go to: https://vpcr.justicecenter.ny.gov/wsir/start.swe

This will take you to the "My NY.Gov Services" page where you can log in using your NY.Gov ID and password. Upon signing in, you'll be taken to the WSIR welcome screen.

WSIR Welcome Screen

Enter your contact information along with the case identifying information:

- State Oversight Agency External Reference Number
- VPCR Incident Number
- VPCR Case Serial Number

If you do not have the necessary information, please contact your OPWDD or OMH liaison.

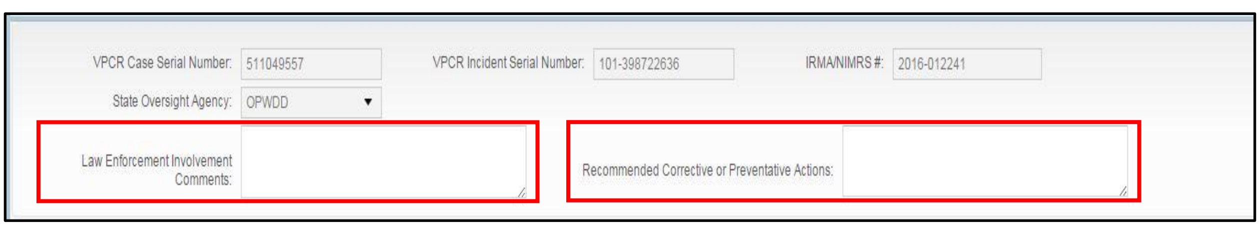
Note: *If you have the information, but the application will not open, the case may not have been moved to "Pending Provider Update" in the VPCR; again check with your OPWDD or OMH Liaison.*

Section 1: Case Summary

This section has the case information and two additional text fields for entry:

- *Law Enforcement Involvement Comments* (Optional) – indicate here if law enforcement was contacted and if so, what role did they play, if any in the investigation

- *Recommended Corrective or Preventative Actions* (Required) – indicate here what actions you are recommending the agency take based on your findings



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Section 2: Contacts

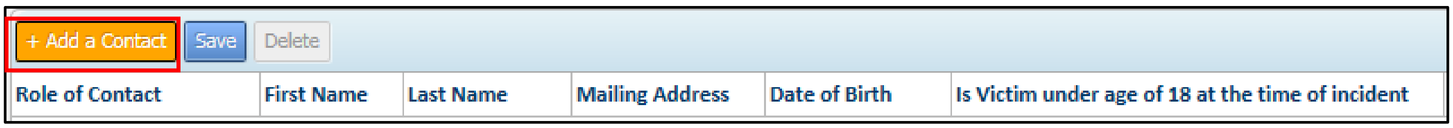
Enter the necessary information regarding all of your case contacts here. There are 2 applets: one for entering known contacts and below that, one for entering unknown suspects or victims.

As mentioned above, if an unknown victim or suspect contact has been created in the VPCR, you will see these contacts in the Anonymous/Unknown applet. These contacts will have a role and if there is more than one, that information will be included in the "# of Unknown" field.

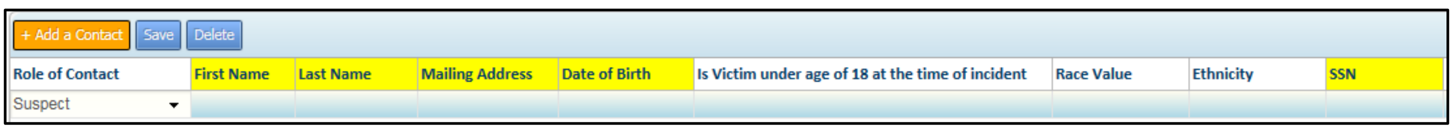
You will be able to use the unknown contacts created in the VPCR when creating offense rows – see Section 5 for more information.

Adding Known Contacts

- Click on the ***+Add a Contact*** button
- In the new row, select a value from the drop down in the 'Role of Contact' field



***Note**: Once a Role is selected, the required fields for the specific contact role you are entering are highlighted in yellow. Required fields will vary.*



Contact Validations - You will get an error message if you attempt to submit your case without the following information

Required Roles
- Victim
  - Personal Representative, if Victim is not a self-advocate
- Suspect
- Investigator
- Director or CEO/President

A complete form will include a contact record for every victim and suspect in the case.

Victim
- 'Is Victim under age of 18 at the time of Incident?' is a required field (Yes/No)
  - If Yes – Race Value & Ethnicity are also required

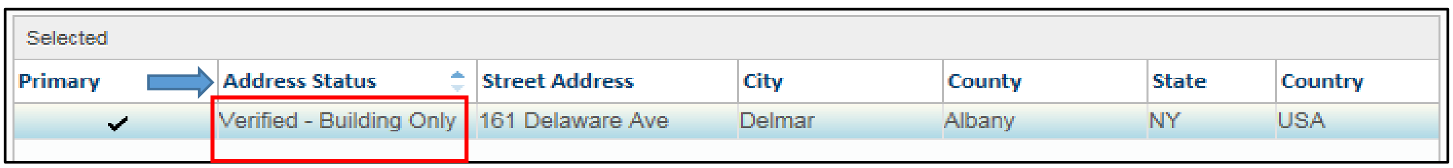
Other Required Contact Information

- **Valid Social Security number** – for a complete form, you must provide a valid social security number for all known suspects

- **Deliverable Mailing Address** - for a complete form, you are expected to provide a *deliverable mailing address* (Verified Address) for each known suspect, provider president/CEO, victim, and victim's personal representative, as needed. Valid mailing addresses ensure that these individuals receive notification regarding the case determination.

When adding an address you may search for an existing address that has already be verified.

If you need to add a new address, once you've provided the address information and hit the save button, a window will display the selected address. The "Address Status" field will indicate whether the address is verified. The address selected should have a status of "Verified – Building Only" or "Verified – Apt or PO Box"



Selected

Primary	Address Status	Street Address	City	County	State	Country
✓	Verified - Building Only	161 Delaware Ave	Delmar	Albany	NY	USA

The United States Postal Service Address "Look Up" at USPS.com can be helpful when trying to find a valid address. https://tools.usps.com/go/ZipLookupAction_input

Use the *exact* address provided by USPS. For example:

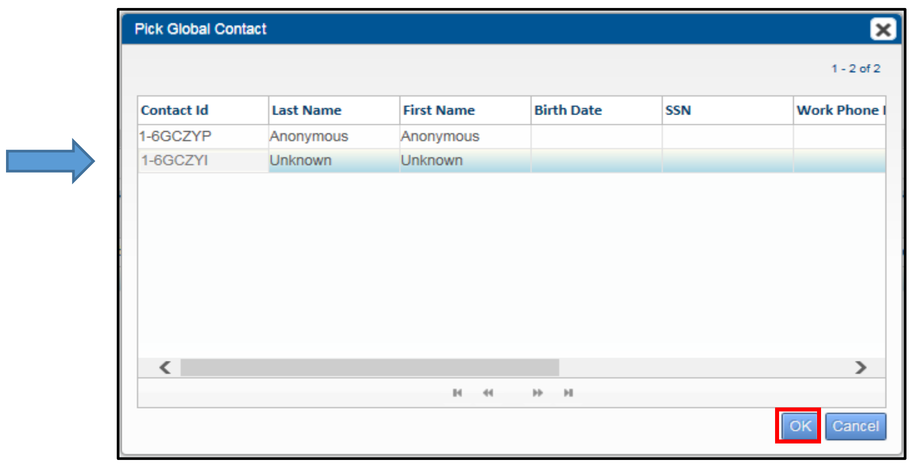
- Do not spell out words like Route or Avenue, use the approved abbreviation
- Do not use dashes within street or apartment numbers
- Do not use punctuation such as a period after an abbreviation
- If possible, use the four digit zip code extension

Section 2: Contacts *Continued*

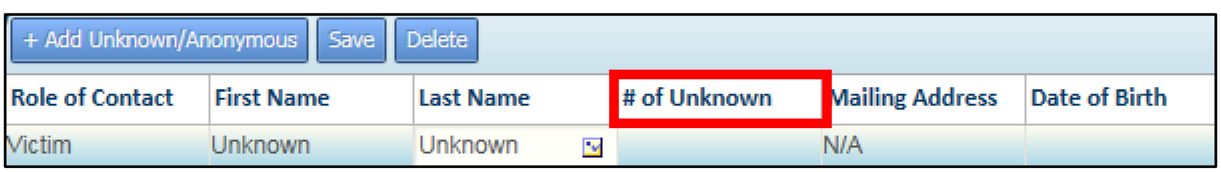
Adding Unknown/Anonymous Contacts

- Navigate to the applet directly below the main contact applet
- Select the ***+ Add Unknown/Anonymous*** button
- In the new row, select a value from the drop down in the 'Role of Contact' field
- Navigate to the Last Name Column and click the small icon to the right

- Once you select the small box within the Last Name column, the below screen will appear



- Click on and highlight the 'Unknown Unknown' row and select 'OK' as shown above.



Note: *If you have multiple Unknown contacts with same role, you can enter the number within the column labeled* # of Unknown *as shown above.*

Section 3: Offenses

Click on the **+Add an Offense** button to create an offense row. Once an offense row is added, required fields will be highlighted in yellow.

A complete form will have a row for every offense committed by a suspect against a victim. Example: If there are three suspects, who each committed two offenses against one victim, there should be six offense rows listed; one for each the two offenses committed by the three suspects listed in the case.

Offense Validations - You will get an error message if you attempt to submit your case without the following information

Description - Enter a brief description. The description should include the name of the suspect and the alleged offense the suspect committed against the victim. Example: F. Smith struck L. Gomez in the face.

Date Offense Occurred

- Go to the field and click on the small icon in the right corner as shown below

- Select the correct date from the calendar that appears after clicking on icon

Victim and Suspect – Go to the Last Name field and click on the small icon in the right corner and select the appropriate Contact. You will be given the option to select from all known and unknown contacts contained in Section 2 – including any unknown suspect or victim contacts created in the VPCR.

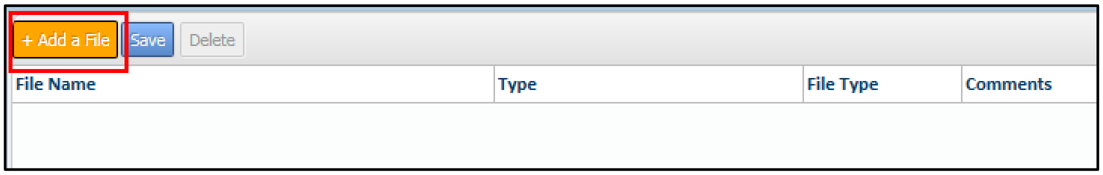
<u>Note:</u> *If the offenses is considered a systemic agency issue and has no specific suspect, or if the suspect is never identified, create an Unknown contact in Section 2 with role of Suspect.*

Date of Determination - Click on the icon in the Date of Determination field and in the calendar that appears select the date that you made the determination whether the offense was substantiated or unsubstantiated.

Investigation Outcome – Click on the field and select either Substantiated or Unsubstantiated as appropriate based on the results of your investigation

Section 4: Attachments

Click on the +**Add a File** button.



A window will open that will allow you to browse in your computer for the file you wish to attach to the form. Once you've selected a file to attach, use the drop down in the "Type" field to identify the type of attachment. Add comments about the attachment as needed.

Attachment Validations - You will get an error message if you attempt to submit the form without a File Type "Final Report"

Note: *If you delete an attachment you must change the **file name** when re-adding to the attachment section. For example, if you decide to edit the final report, delete it from the attachment section, make your changes, and then save the file under a different name before reattaching it to WSIR.*

Section 5: Review & Submit

Before you submit the form, please review it to ensure you've provided all required information. In this section, you'll be asked to certify that the form is accurate to the best of your knowledge.

Upon clicking the "Submit" button, you'll get the following error message if you have not entered information in the Recommended or Preventative Actions field in Section 1.

Section 1 - Case Summary:
1. In the Case Summary section, please populate **Recommended Corrective or Preventative Actions**.

Once you have entered all the required information and your submission was successful, you will receive a confirmation message.

You can print this confirmation for your records by simply selecting the '**Print'** option on the screen *and/or* select '**Submit another Case**' to continue on to enter another case.

What happens if the WSIR submission is considered incomplete?

If the form is considered incomplete for any reason, upon review by the state oversight agency or the Justice Center, you may be asked to go back into WSIR and provide additional information.

To do so:

- Login and complete the Welcome Screen section
    - All previously entered information will be present
- As directed, complete the missing/incomplete section(s) and resubmit
- Once you've resubmitted you'll get a warning message that the case information will not be updated in IRMA (OPWDD) or NIMRS (OMH). This is for information purposes only. You may exit out of WSIR; the VPCR will be updated with the new information.

➢ **Things to Note for a returned WSIR submission**

- Contacts *may be* different if Justice Center or State Oversight Agency users have modified or removed them
- You must **rename the file** if you are uploading new version of an existing document/attachment.

➢ **Common reasons for a WSIR submission to be returned**

- Unverified addresses

  Note: *Occasionally, addresses that have been checked against the USPS database using the "Look Up" tool, still appear "unverified" in WSIR. Should this occur, ask your OMH or OPWDD Liaison to inform the Justice Center. You may still submit the report with the status unverified and we will work to verify the address in the VPCR.*

- Missing offenses - A complete form will have a row for every offense committed by a suspect against a victim.
- Missing contacts
- Final Report is considered insufficient

<u>**Contact**</u>
VPCR Resource Group
Monday - Friday: 8:00 a.m. to 4:30 p.m.
Phone: (518) 549-0240
Email: jc.sm.vpcr.resource.group@justicecenter.ny.gov