



## Memorandum

NYS Justice Center Investigations Job Aid

January 2016

### Case Closure Checklist – SOA Investigators

The following checklist should be followed when ready to complete an investigation, and prior to sending it to the Justice Center for review and closure.

#### **Case Closure Checklist:**

Up-to-Date VPCR record-complete the following tabs:

- Offenses Tab:** Create at least one Offense for each case regarding the allegation(s) being investigated. **If more than one allegation or suspect exists, more than one Offense should be created. Likewise, if there is more than one victim, an offense should be created for each victim.** When completing the Investigation, the Investigator follows the additional guidelines below for each Offense:
  - A **Suspect** and **Victim** should be associated with each Offense, utilizing the Contact records already created in the **Contacts** tab. If the Suspect is unknown, enter a contact record of "Unknown Unknown" with the Type of "Custodian" to relate to the Offense
  - Enter an **Offense Code** appropriate for the allegation
  - Enter a **Determination Date** of when you make the determination
  - Enter an **Investigation Outcome** of "Substantiated" or "Unsubstantiated"
    - If Substantiated, enter an **Investigation Category** of "Category 1, 2, 3, 4"
    - If Unsubstantiated, DO NOT enter an Investigation Category, and leave it blank; do not Seal the record
  - DO NOT update the Adjudication Outcome or Adjudication Category fields.
  - Description:** In the Case Header, enter in a description of what was discovered during the investigation (not the allegation) in the **Description** field; do NOT include the final determination. Note, this field locks after saving
- Classification:** Check appropriate abuse and/or neglect box(es).
- Closure:** Enter the following fields at a summary level; space is limited to 255 characters:
  - Offense Summary:** Summary of what occurred, key related circumstances
  - Preventive Actions Needed:** Yes or No
  - Recommended Preventive Actions:** Enter "See attached Investigation Summary" or leave blank if there are none

- Contacts:** Add or create a contact record for the following contacts. You should always search for an existing contact record before creating a new record. You may update current contact records as appropriate either within the case record or clicking directly on the contact record (click on the hyperlink). A verified address is required for each of these contact records:
  - Facility/Provider Director (Business Address)
  - Suspect (Date of Birth, Social Security Number and Home Address). **ALL suspects** must have a SCR (State Central Registry) check completed. Requests should be emailed to [subjectsearches@justicecenter.ny.gov](mailto:subjectsearches@justicecenter.ny.gov)
  - Victim (Date of Birth, Under 18 Years of Age tab (If yes, click on victim's last name and complete race and ethnicity), Home/Residence address)
  - Personal Representative of the Victim (Home address if parent/relative and relationship, if known)
  
- Attachments:** All documentation pertaining to the case record:
  - Final Investigation Report
  - All relevant documentation pertaining to the evidence obtained throughout the investigation process which supports the recommended determination

**Notify the Justice Center for Review (SOA):** Once you have completed the steps above, you will perform the following tasks to notify the Justice Center that the case is ready for review and closure:

- Select "Pending Review" for **Sub-Status** field in the case overview screen
- Email [pendingreview@justicecenter.ny.gov](mailto:pendingreview@justicecenter.ny.gov) stating the case is ready for review
- Do not change the Status to Closed and DO NOT fill in the Case Closure Comments

The Justice Center Incident Review and Assignment Team and/or The Office of General Counsel may make minor changes to the case file if needed, or contact you directly for more changes/questions. A determination will be made, at which time notifications will be mailed to the SOA, Provider, Suspect(s) and Victim(s) and/or Personal Representative(s).

For any questions regarding these processes, please contact: Victor Taylor, Supervising Investigator, at [Vic.Taylor@JusticeCenter.ny.gov](mailto:Vic.Taylor@JusticeCenter.ny.gov).