



**Web Submission of
Investigation Reports (WSIR)
Reference Guide for
Provider Investigators**

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Version 1.0

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Disclaimer

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OUR VISION

People with special needs shall be protected from abuse, neglect and mistreatment. This will be accomplished by assuring that the state maintains the nation's highest standards of health, safety and dignity; and by supporting the dedicated men and women who provide services.

OUR MISSION

The Justice Center is committed to supporting and protecting the health, safety, and dignity of all people with special needs and disabilities through advocacy of their civil rights, prevention of mistreatment, and investigation of all allegations of abuse and neglect so that appropriate actions are taken.

OUR VALUES AND GUIDING PRINCIPLES

- | | |
|-----------------------|---|
| Integrity | The Justice Center believes that all people with special needs deserve to be treated with respect and that people's rights should be protected. |
| Quality | The Justice Center is committed to providing superior services and to ensuring that people with special needs receive quality care. |
| Accountability | The Justice Center understands that accountability to the people we serve and the public is paramount. |
| Education | The Justice Center believes that outreach, training, and the promotion of best practices are critical to affect systems change. |
| Collaboration | Safe-guarding people with special needs is a shared responsibility, and the Justice Center is successful because it works with agencies, providers, people who provide direct services, and people with special needs to prevent abuse and neglect. |

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INTRODUCTION

New York State Justice Center

The New York State Justice Center was created in legislation known as the “Protection of People with Special Needs Act” to establish standards and practices for protecting people with special needs. It serves both as a law enforcement agency and as an advocate for people with special needs. The Justice Center’s responsibilities include ensuring that all allegations of abuse and neglect are fully investigated.

Investigations

All incidents reported to the Justice Center are assessed, classified and logged into the Vulnerable Persons’ Central Register (VPCR), a case management system. Justice Center investigators and other staff work in partnership with state and local law enforcement and state oversight agencies (SOA) to thoroughly review or investigate all cases of abuse, neglect, and significant incidents. Service providers are often delegated to investigate non-criminal allegations of abuse or neglect. These providers are responsible for investigating incidents by gathering detailed information and related documentation.

Web Submission of Investigation Report (WSIR) Application

Starting January 2015, initially for service providers affiliated with the NYS Office for People with Developmental Disabilities (OPWDD) and the NYS Office of Mental Health (OMH), submitting investigation information is accomplished online. Investigation details are entered via the Web Submission of Investigation Report (WSIR) application, an internet-accessible easily navigable online form. The WSIR enables service provider staff to electronically submit investigation details and eliminates paper form submission. WSIR automatically transfers investigation information directly into the VPCR.

Provider Investigators

A Provider Investigator is defined as the person conducting the investigation of an abuse and neglect case that is assigned to a provider organization by a state oversight agency. This reference guide is designed for Provider Investigators that need to use the WSIR web form to submit investigation information and documentation.

Section 1: Before Accessing WSIR

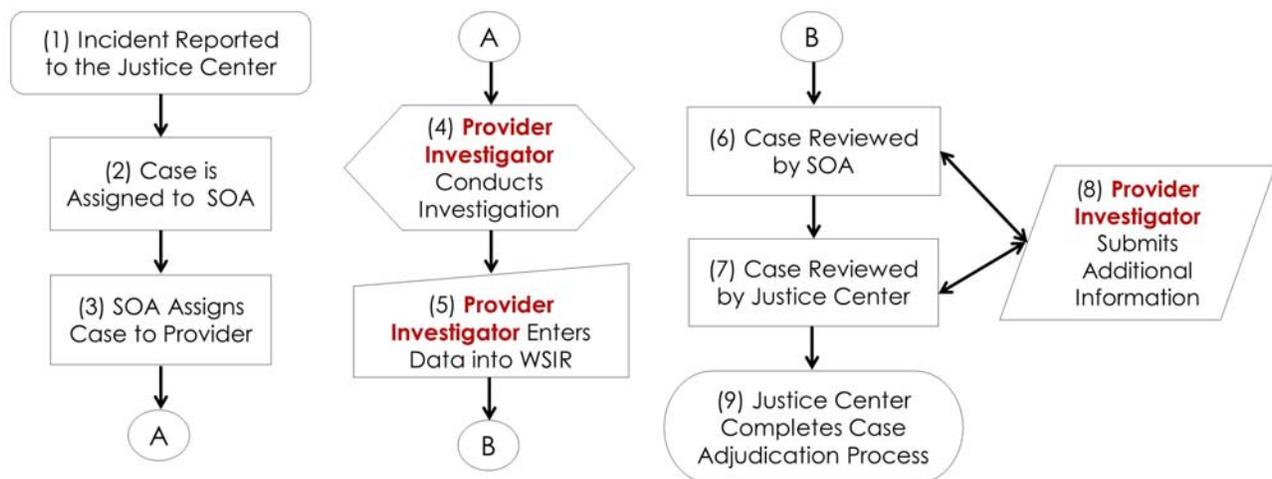
Introduction

The WSIR web form is an online method for OPWDD and OMH affiliated provider investigators to submit investigation information and documentation. Prior to the introduction of the WSIR web form this step in the investigation process was accomplished using paper-based coversheets and other documentation submitted via email or fax. However, the process of provider investigators being assigned non-criminal abuse and neglect cases, conducting investigations, and submitting investigation results, did not change with the introduction of the WSIR web form. *The only change is the method of submitting investigation information and documentation (WSIR web form vs. coversheets and other documents via email or fax).*

This section will review the investigation workflow, the NY.gov ID account required to log in to the WSIR web form, information and documentation needed to complete the WSIR, and available help resources.

A. Investigation Workflow

An investigation begins with the reporting of an incident to the Justice Center (1). If the incident alleges abuse and neglect, and is non-criminal, a case is assigned to a SOA for further action (2). Often these cases are assigned to the service provider for investigation (3). **Provider investigators** conduct the investigation (4). **Provider investigators** then submit investigation information and documentation using the WSIR web form (5). The case information is then reviewed by the SOA (6) and Justice Center (7). During this review process, **provider investigators** may be asked to provide additional information and/or documentation (8). The Justice Center then completes the adjudication of the case.



Please note: At step (3), a SOA assigns case to a provider for investigation:

- OPWDD affiliated providers are assigned the investigation via IRMA
- OMH affiliated providers are sent an email with investigation details (additional case information available in NIMRS).

B. NY.gov ID

NY.gov ID is a secure login service for participating government online applications. Many government services are now available online. A **NY.gov ID** account provides secure electronic access to these services utilizing a username and password.

The first step of the two-step WSIR login process is completed utilizing the **NY.gov ID** system. Please confirm you have the appropriate **NY.gov ID** account, and know your username and password, prior to attempting to log in to the WSIR web form.

Information on obtaining or recovering a **NY.gov ID** personal account username and password can be found in *Appendix A* of this reference guide. *Section 2: Accessing WSIR* in this reference guide reviews the complete WSIR log in process.

C. Preparing to Access the WSIR

There is a range of information and documentation required to log in and complete the WSIR web form. During the course of an investigation, details and documents regarding an incident are obtained.

Required Information to Log In

The second step of the WSIR log in process, after the NY.gov ID first step (*see above*), requires the entry of user and case information.

Required user information includes the *provider investigator full name, phone number, and email address*.

Identifying case information is also required. This includes:

- *State Oversight Agency: OPWDD or OMH*
 - *VPCR Incident Serial Number*
 - *VPCR Case Serial Number*
 - *IRMA Incident Number or NIRMS ID*
- } For OPWDD cases available in IRMA;
} For OMH cases available in NIMRS and investigation notification email

Section 2: Accessing WSIR in this reference guide reviews the log in process.

Required Case Information to Complete WSIR Web Form

After logging into the WSIR web form, the **Case Updates** screen displays. Investigation details and findings, and relevant documentation, are required to submit complete case information via the WSIR web form. This information is entered under different categorized sections of the **Case Updates** screen. *Section 3: Case Updates Web Form* reviews the **Case Updates** screen in more detail.

The categorized sections and the required information and documentation are:

- **Case Details**

- County of incident (required)
- Law enforcement involvement comments (optional)
- Recommended corrective or preventative actions (optional)

Section 4: Case Details in this reference guide reviews entering this information on the WSIR web form.

- **Contacts**

- Required contacts include *Victim, Suspect, Investigator, Director or CEO/President, and Personal Representative*.
- *Witness* and *Other* are optional.
- Required information differs for each contact type, please refer to the chart below. Information in addition to the required fields should be entered if available.

Role ↓ Field →	First Name	Last Name	Mailing Address	Date of Birth	Social Security #	Phone	Email
<i>Victim</i>	X	X	X				
<i>Suspect</i>	X	X	X	X	X		
<i>Investigator</i>	X	X				X	X
<i>Director</i>	X	X	X				
<i>CEO/President</i>	X	X	X				
<i>Personal Representative</i>	X	X	X				
<i>Witness</i>	X	X					
<i>Other</i>	X	X					

- A *Victim* may be identified as a *Self-Advocate*, which eliminates the requirement for a *Personal Representative*.
- A *Victim* or a *Suspect* can be *unknown*, which eliminates the information required for those roles.

Section 5: Contacts in this reference guide reviews entering contact information into the WSIR web form.

- **Offenses**

- *Description*
- *Date offense occurred* (optional)
- *Victim* and *Suspect* (selected from previously added contacts)

Section 6: Offenses in this reference guide reviews entering offense information into the WSIR web form.

- **Attachments**

- *Final Report* is required.
- Other documents are optional, documents types can include:
 - *Interview Notes*
 - *Statements*
 - *Evidence*
 - *Medical Report*
 - *Psychological Report*
 - *Psychiatric Report*
 - *Therapeutic Report*
 - *Photograph*
 - *Other*

Section 7: Attachments in this reference guide reviews attaching documents to the WSIR web form.

Submitting the WSIR Web Form

After entering and attaching all the available investigation information and documentation, including all required data fields and a final report, provider investigators submit the completed WSIR web form. The WSIR application displays a successful submission message if case information is deemed complete (an error message if additional information is required).

Once a WSIR web form is submitted and accepted for a specific case, the WSIR web form cannot be utilized to update or change information or documentation for that case. If your affiliated SOA or Justice Center staff requires additional information you may be contacted via email and asked to provide additional investigation details. Please contact your SOA representative (Incident Compliance Officer or Regional Compliance Officer for OPWDD, or for OMH the contact that assigned the investigation) if you need to change or add information or documentation.

Section 8: Review and Submit in this reference guide reviews successfully submitting a completed WSIR web form and follow-up options.

D. Available Resources

The WSIR web form includes on-screen help that is available to assist users completing the web form data fields and attaching documentation. Help resources are labeled with **(what's this?)** or the  icon. Clicking a help resource will open up a pop-up window that will display more information about the topic selected. *Section 3: Case Updates Web Form* in this reference guide reviews this feature in more detail.

There are several different types of training and reference material available for provider investigators regarding the WSIR web form. These materials can be accessed at <http://www.justicecenter.ny.gov/wsir-documentation>.

- The *Web Submission of Investigation Reports (WSIR) Provider Investigator Reference Guide* provides easily followed step-by-step instructions, with accompanying system screen images, on how to successfully submit a complete WSIR web form.
- Alternatively, users may also reference the training videos to reference the examples of various tasks involved in WSIR form. These videos demonstrate the major tasks involved with completing the WSIR web form.
- The *Provider Investigator Procedure Manual* discusses the step-by-step instructions, more fully explains each step and data type, along with the details of the business process. It is a detailed and technical document.

Note: Clicking the WSIR web form on-screen text [Get more help](#) or the  button will open the training and reference materials web page.

The NYS Enterprise Service Desk, which accepts calls related to the WSIR web form, can be reached at 800-697-1323.

If you desire information on the investigation process, or any topic outside the use of the WSIR web form, please contact your supervisor, or your SOA representative (Incident Compliance Officer or Regional Compliance Officer for OPWDD, or for OMH the contact that assigned the investigation) for more information.

Section 1 – Summary

In this section the following topics were reviewed:

- Investigation workflow
- NY.gov ID
- Preparing to access WSIR web form
 - Necessary log in information
 - Required investigation information and documents
 - Submitting a completed WSIR web form
- Available help, training, and reference resources

The next section, *Section 2: Accessing WSIR*, reviews the log in process in detail.

Section 2: Accessing WSIR

Introduction

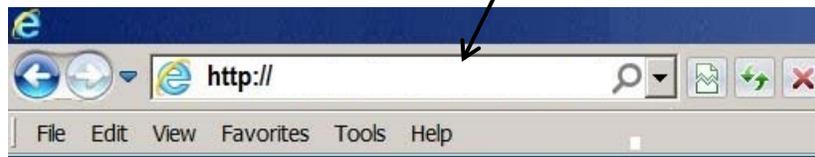
The previous section covered the activities that should be completed prior to accessing the WSIR. This section will review navigating to **NY.gov ID** login screen and entering a valid username and password, and completing the log in process on the WSIR **Case Authorization** screen to display the **Case Updates** screen.

WSIR is a secure, web-based application. Only authorized staff should access WSIR. Users need to have a valid **NY.gov ID** personal account and complete investigation case information to log in to the WSIR web form.

A. WSIR URL and NY.gov ID

WSIR is a web-based application. To optimize your WSIR web form experience please utilize Internet Explorer (version nine or higher) or Chrome. *(All image examples used in this reference guide utilize Internet Explorer.)* A Uniform Resource Identifier, or **URL**, identifies a resource location (usually a website) on the internet. The URL for the WSIR web form can be accessed on the Web Submission of Investigation Report (WSIR) Application web page on the NYS Justice Center website at <http://www.justicecenter.ny.gov/wsir-documentation>.

1. Open a web-browser, enter the WSIR **URL** in the **Address Bar**, and press the **Enter** key.



2. The **NY.gov ID** login screen displays. Enter your **NY.gov ID Username** and **Password** in the identified fields. Click **Sign In**.

A screenshot of the NY.gov ID login screen. At the top, there is a dark blue header with a white outline of the state of New York and the text 'My NY.gov Online Services'. Below this is a white box containing the 'NY.gov ID' logo. The main content area has a white background with a red border around the login form. The form includes a 'Username:' label and a text input field, a 'Password:' label and a text input field, and a grey 'Sign In' button. Below the button are two links: 'Forgot your Username or Password?' and 'NY.gov ID - Terms of Service'.

*Please note: See Section 1: Before Accessing WSIR part B. NY.gov ID in this reference guide for more information about **NY.gov ID**.*

3. The WSIR **Case Authorization** screen, where users complete the log in process, displays.

Welcome to the WEB SUBMISSION OF INVESTIGATION REPORTS WEBFORM for the NYS Justice Center for the Protection of People with Special Needs.

Providers conducting investigations of abuse and neglect cases should utilize this webform to submit case details to their oversight agencies. The information entered via this form is secured using a Hyper-Text Transfer Protocol with SSL Encryption (HTTPS) connection.

Note: This web form provides guidance to help you complete each field. To further enhance your user experience, use Google Chrome or Internet Explorer 9 as your Internet browser.

Instructions for the Investigations Form:

1. The provider investigator or her/his administrator should use this online form to submit details of the investigation to their State Oversight Agency (SOA). To access this form, you must enter accurate information on this page, including the VPCR case serial number, VPCR incident serial number, and IRMA Master Incident Number/NIMRS ID Number. If you do not have enough information to continue, please contact your SOA for assistance. If your SOA is the Office for Persons with Developmental Disabilities (OPWDD), please contact your Incident Compliance Officer or Regional Compliance Officer from OPWDD for additional information. If your SOA is the Office of Mental Health (OMH), please reach out to the OMH contact who assigned you the investigation for assistance.
2. Once you have accessed the case, you will be asked to enter individuals involved in the case, offense details, and supporting attachments to the investigation. You will be able to save your progress on the form and access it as many times as necessary until clicking the Submit button on the next page.
3. Once you have submitted the investigation report for review, you may be contacted by either your SOA or the Justice Center for additional details.
4. [Get more help.](#)

Enter in your contact information below.

Your Full Name: Phone Number: Email Address:

Enter in the investigation identifying information below.

State Oversight Agency: IRMA Master Incident # / NIMRS ID #: VPCR Incident Serial Number: VPCR Case Serial Number:

Please note: If the WSIR web form is unavailable the screen below will display, please attempt to log in at another time.

Web Submission of Investigation Reports (WSIR) Application Temporarily Unavailable

Due to maintenance activities, the WSIR application is currently unavailable. Please try again later.

The WSIR application is scheduled to be unavailable on Thursdays from 3 AM – 7 AM EST. Occasionally the application will be unavailable during other windows as well. If you have received this message outside of the normal maintenance window, please contact the NYS Enterprise Service Desk at 800.697.1323 to report a problem.

We apologize for any inconvenience.

B. Case Authorization Screen

The log in process is completed by entering investigation identifying information and user contact details via the **Case Authorization** screen.

<i>Information Required to Log In to WSIR</i>	
User	Full Name
	Phone Number
	Email Address
Incident	State Oversight Agency
	VPCR Incident Serial Number
	VPCR Case Serial Number
	IRMA Incident Number or NIRMS ID

Please note: See Section 1: Before Accessing WSIR part C. Preparing to Access the WSIR in this reference guide for more information about the required incident information necessary to log in to the WSIR web form.

1. Note the sections on the **Case Authorization** screen for:
 - A. **Contact Information**
 - B. **Investigation Identifying Information**
 - C. **Continue** button

The screenshot shows the 'Case Authorization' screen with the following elements:

- Header:** NYS Justice Center logo and tagline 'For the Protection of People with Special Needs'.
- Welcome Message:** 'Welcome to the WEB SUBMISSION OF INVESTIGATION REPORTS WEBFORM for the NYS Justice Center for the Protection of People with Special Needs.' It includes a note about SSL encryption and a recommendation to use Google Chrome or Internet Explorer 9.
- Instructions for the Investigations Form:** A blue box containing four numbered instructions regarding form completion, assistance, and review.
- Section A:** 'Enter in your contact information below.' This section contains three input fields: 'Your Full Name', 'Phone Number', and 'Email Address'.
- Section B:** 'Enter in the investigation identifying information below.' This section contains four input fields: 'State Oversight Agency' (a dropdown menu), 'IRMA Master Incident # / NIRMS ID #', 'VPCR Incident Serial Number', and 'VPCR Case Serial Number'.
- Section C:** A yellow 'Continue' button.

2. Navigate to the **Enter in your Contact Information below** section; enter **Your Full Name, Phone Number, and Email Address.**

Enter in your contact information below

Your Full Name: Phone Number: Email Address:

Note: Enter the **Phone Number** using numbers only (no symbols) with a minimum of ten digits, more if an extension is included. The field will auto-format as the numbers are entered.

3. Navigate to the **Enter in the Investigation Identifying Information below** section and enter:
 - A. **State Oversight Agency** (*OMH* or *OPWDD* from the drop-down selection)
 - B. **VPCR Incident Serial Number**
 - C. **VPCR Case Serial Number**
 - D. **IRMA Incident # or NIRMS ID.**

Enter in the investigation identifying information below.

State Oversight Agency: IRMA Master Incident # / NIMRS ID #: VPCR Incident Serial Number: VPCR Case Serial Number:

4. Verify that all the information is entered and correct, then **Click** the **Continue** button.

Enter in your Contact Information below.

Your Full Name: Phone Number: Email Address:

Enter in the Investigation Identifying Information below.

State Oversight Agency: VPCR Case Serial Number:
 VPCR Incident Serial Number: IRMA Master Incident #/NIRMS ID #:

Continue

- If a **Contact Information** field is not completed or incorrectly formatted an **Error Message** will appear on the on the **Case Authorization** screen. Please enter the missing data or correct the information in the field as indicated.

Enter in your contact information below.

Your Full Name: *	Phone Number: *	Email Address: *
<input type="text" value="Penelope Provider"/>	<input type="text" value="(518) 555-1212"/>	<input type="text"/>

Please enter your email address.

Enter in the investigation identifying information below.

State Oversight Agency: *	IRMA Master Incident # / NIMRS ID #: i	VPCR Incident Serial Number: i	VPCR Case Serial Number: i
<input type="text" value="OMH"/>	<input type="text" value="2014-000248"/>	<input type="text" value="101-99322355"/>	<input type="text" value="551111111"/>

- If **Investigation Identifying Information** entered is invalid or incorrectly formatted an error message will appear on the on the **Case Authorization** screen. Please verify and correct the erroneous case identifying information. If the error persists, please contact your SOA representative (Incident Compliance Officer or Regional Compliance Officer for OPWDD, or for OMH the contact that assigned the investigation) for further assistance.

Enter in your contact information below.

Your Full Name: *	Phone Number: *	Email Address: *
<input type="text" value="Penelope Provider"/>	<input type="text" value="(518) 555-1212"/>	<input type="text" value="penelope@provider.com"/>

Enter in the investigation identifying information below.

State Oversight Agency: *	IRMA Master Incident # / NIMRS ID #: i	VPCR Incident Serial Number: i	VPCR Case Serial Number: i
<input type="text" value="OMH"/>	<input type="text" value="2014-000248"/>	<input type="text" value="101-99322355"/>	<input type="text" value="551111111"/>

The case identifying information entered is invalid. Please check the serial numbers entered and try again. If you are still not able to access the WSIR webform using the correct serial numbers, please reach out to the OMH contact who assigned you the investigation.

7. If all information entered is validated the **Case Updates** screen displays.



For the Protection
of People with
Special Needs

Help?
Log out from this Case

Section 1: Case Summary

Instructions: Please use this form to update the details of your investigation. As you complete each section, be sure to enter all relevant information and save your progress using the Save button present at the top of each section. When you have completed the form, please review the information thoroughly before clicking the Submit button at the bottom of the page. Once you click the Submit button, the report will be sent to your State Oversight Agency for review and you will no longer be able to access the form.

VIPOR Case Social Number:

State Oversight Agency:

VIPOR Incident Social Number:

County of Incident:

IRMANRMS #:

Line Enforcement Involvement Comments:

Recommended Corrective or Preventative Actions:

Section 2: Contacts (Individuals Involved in the Case)

You may use this section to add individual contacts involved in this case record. Please use the +Add a Contact button to create a new contact, the Save button to save your progress, and the Delete button to delete any contacts that should not belong on this case. To add a new contact to the list, press the +Add a Contact button, then select the Role of Contact. Once a role is selected, the required information for that contact will be highlighted in yellow.

Please follow the below guidelines:

- At least one Suspect (what's this?), one Victim (what's this?), one Director (what's this?) or CEO / President (what's this?), and one Investigator (what's this?) are required. If the Suspect or Victim is unknown, please enter Unknown in the first and last name fields.
- All Victims must either have an associated Personal Representative (what's this?) or be marked as a Self-Advocate (what's this?).
 - To indicate a Personal Representative of the Victim, first create a contact with a Role of Personal Representative and then click on the button inside the Personal Representative field on the Victim contact and select the correct contact.
- If the current address of any contact is unknown, please enter the contact's last known address.

	Role of Contact	First Name	Last Name	Mailing Address	Date of Birth	SSN	Home Phone Number	Work Phone Number	Cell Phone Number	Email Address	Personal Representative	Self-Advocate
+ Add a Contact												

Section 3: Offenses

You may use this section to add offenses (what's this?) to this case record. Please add at least one offense record to the case before submission. The offense must have a description, suspect, and victim populated before it can be saved. To add a victim and a suspect to the offense, click on the button inside the Victim Last Name and Suspect Last Name fields to select a victim or suspect contact from the case.

In completing the offense description box, you may reference one of the types of offenses defined in the Social Services Law (e.g., physical abuse, psychological abuse, neglect) or you may just describe the conduct. Examples: "neglect – alleged that staff failed to supervise service recipient" or "physical abuse – staff slapped service recipient" or "alleged that staff member choked service recipient during a restraint" or "staff member called service recipient a derogatory name" or "staff punched service recipient." As appropriate, more than one offense should be included in the offense section before submission.

Description	Date Offense Occurred	Victim Last Name	Victim First Name	Suspect Last Name	Suspect First Name

Section 4: Attachments

You may use this section to upload documents to this case record. Use the + Add a File button to upload a new file from your machine to this case record. Please add the final report to this case and mark the type as Final Report (what's this?). The final report is required before submitting the case for review. The documents uploaded via this form are securely transferred using a Hyper-Text Transfer Protocol with SSL Encryption (HTTPS) connection.

Note: You may experience some delay when adding an attachment larger than 20 MB. If possible, please compress large files before uploading them to this system.

Note: If you have deleted an attachment and wish to add it back, you must add it back with a **different file name**.

File Name	Type	File Type	Comments

Section 5: Review & Submit

Please review the information provided above. You will not be able to submit the case without the following required information:

- In Section 1: County of Incident is required.
- In Section 2: At least one individual with each of the following roles is required: Suspect, Victim, Investigator, and either Director or CEO / President.
- In Section 2: Each victim on the case must have a personal representative contact indicated in the personal representative field, unless the victim is marked as a self-advocate or is Unknown.
- In Section 3: At least one offense is required.
- In Section 4: At least one attachment with the type of Final Report is required.

Once you have reviewed the case, please check the checkbox below to indicate that you have conducted the review and click the Submit button below to submit the case. Upon clicking the Submit button you will not be able to access the form for any further updates. If your State Oversight Agency or the Justice Center requires additional information, you may be contacted via email and asked to provide additional investigation details. All the information entered via this form is secured using a Hyper-Text Transfer Protocol with SSL Encryption (HTTPS) connection.

Thank you for your cooperation and assistance in this investigation.

I recognize that once this form is submitted, I will no longer be able to submit additional updates to the investigation case via this online webform. I certify that the information provided on this form is accurate to the best of my knowledge.

Note: You will receive a confirmation email upon successfully submitting this report. The email will be sent to the email address you entered on the authorization page. Upon clicking Submit, please check your email to ensure the web-form was successfully submitted.

Submit
Log Out and Submit Later

NYS Justice Center for the Protection of People with Special Needs

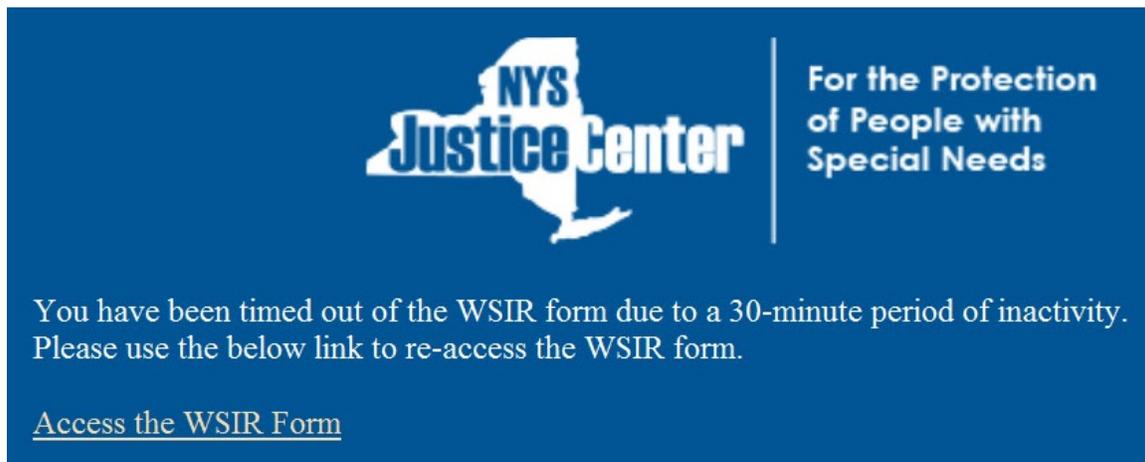
v1.0 Dec.2014 2-6

C. Pop-Up Blocker

The WSIR utilizes web applets and pop-up window boxes. Please change your browser settings to allow pop-up windows originating from the base WSIR web for URL (<https://vpcr.justicecenter.ny.gov>) or temporarily disable the browser pop-up blocker when accessing the WSIR web form.

D. System Time-Out

The WSIR system will automatically exit a user from the web-form if the user has been inactive for 30 minutes. The WSIR system will automatically log a user out of their NY.gov ID account if they have been active for 2 hours. If this occurs, please log back into the web form to enter complete case investigation information.



The WSIR web form is a real-time application linked to the VPCR. Data entered is saved prior to the time-out taking effect and is saved and available for later review and submission.

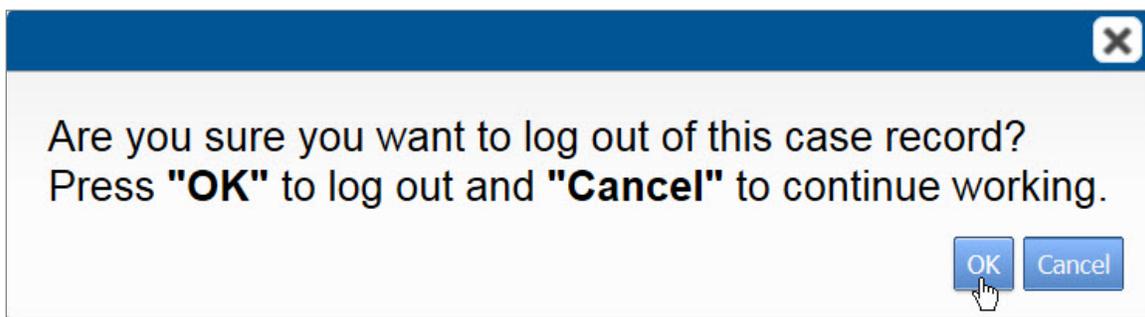
E. Log Out

Users can log out of the WSIR system prior to submission and log in again later to complete and submit the web form. The WSIR system is a real-time application linked to the VPCR. Data entered is saved prior to log out for later review and submission.

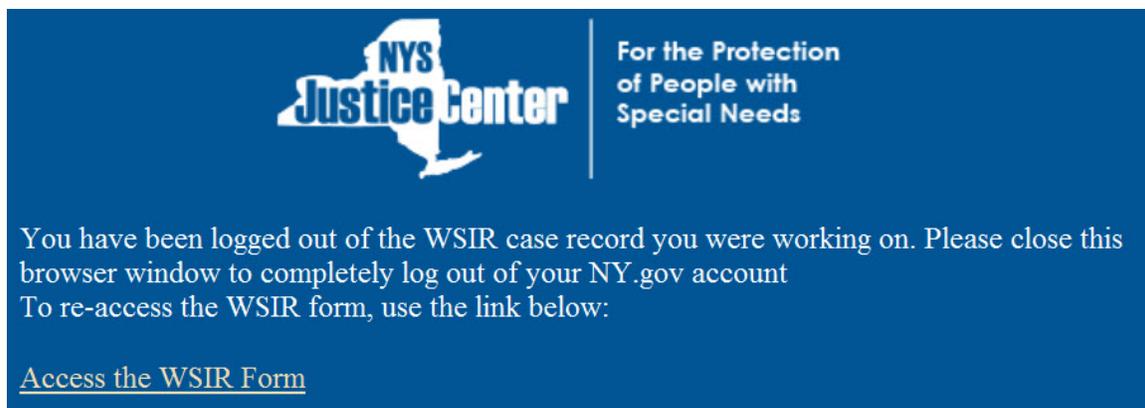
1. Click the **Log out from this Case** button in the upper right corner of the **Case Updates** page.



2. A log out confirmation pop-up window displays. Click **OK**.



3. The WSIR web form closes and the log out confirmation page displays.



Note: Click on **Access the WSIR Form** to open log back in to the WSIR web form.

Section 2 – Summary

In this section the following topics were reviewed:

- Navigating to the **NY.gov ID** login screen and entering a username and password to display WSIR web form login page
- Completing the log in process by entering user and case information
- Pop-up blocker, system time-out, and log out

The next section, *Section 3: Case Updates Web Form*, reviews the navigation of the **Case Updates** screen and the different categorized sections. Where to find available help resources when logged into the WSIR web form is also discussed.

Section 3: Case Updates Web Form

Introduction

The **Case Updates** screen is comprised of a comprehensive web form. Investigation information is entered into categorized sections of the screen. Each part of the web form requires information specific to a type of investigation information. Users navigate to each section, then add and save the required information as each section is completed. Once all parts of the web form are completed, the investigation case record details are submitted for review.

This section will review the parts of the web form, how to expand and collapse each section, and where to locate on-screen help.

A. Sections

The **Case Updates** screen consists of five distinct sections. Each of these parts is related to a category of required investigative information. The five sections are:

1. **Case Summary**
2. **Contacts**
3. **Offenses**
4. **Attachments**
5. **Review & Submit**

Please refer to the image of the **Case Updates** screen on the following page and note the location of each of these sections. Each part of the web form will be reviewed in detail in subsequent sections of this reference guide.

Case Updates Web Form

1. Case Summary

Section 1: Case Summary

Instructions: Please use this form to update the details of your investigation. As you complete each section, be sure to enter all relevant information and save your progress using the Save button present at the top of each section. When you have completed the form, please review the information thoroughly before clicking the Submit button at the bottom of the page. Once you click the Submit button, the report will be sent to your State Oversight Agency for review and you will no longer be able to access the form.

VPCR Case Serial Number: [TEXT] VPCR Incident Serial Number: [TEXT] IRMA/PMIS #: [TEXT]

State Oversight Agency: [DROPDOWN] County of Incident*: [DROPDOWN]

Law Enforcement involvement Comments: [TEXT] Recommended Corrective or Preventative Actions: [TEXT]

2. Contacts

Section 2: Contacts (Individuals Involved in the Case)

You may use this section to add individual contacts involved in this case record. Please use the +Add a Contact button to create a new contact, the Save button to save your progress, and the Delete button to delete any contacts that should not belong on this case. To add a new contact to the list, press the +Add a Contact button, then select the Role of Contact. Once a role is selected, the required information for that contact will be highlighted in yellow.

Please follow the below guidelines:

- At least one Suspect (what's this?), one Victim (what's this?), one Director (what's this?) or CEO / President (what's this?), and one Investigator (what's this?) are required. If the Suspect or Victim is unknown, please enter Unknown in the first and last name fields.
- All Victims must either have an associated Personal Representative (what's this?) or be marked as a Self-Advocate (what's this?).
 - To indicate a Personal Representative of the Victim, first create a contact with a Role of Personal Representative and then click on the button inside the Personal Representative field on the Victim contact and select the correct contact.
- If the current address of any contact is unknown, please enter the contact's last known address.

Role of Contact	First Name	Last Name	Mailing Address	Date of Birth	SSN	Home Phone Number	Work Phone Number	Cell Phone Number	Email Address	Personal Representative	Self-Advocate
[TEXT]	[TEXT]	[TEXT]	[TEXT]	[TEXT]	[TEXT]	[TEXT]	[TEXT]	[TEXT]	[TEXT]	[TEXT]	[TEXT]

3. Offenses

Section 3: Offenses

You may use this section to add offenses (what's this?) to this case record. Please add at least one offense record to the case before submission. The offense must have a description, suspect, and victim populated before it can be saved. To add a victim and a suspect to the offense, click on the button inside the Victim Last Name and Suspect Last Name fields to select a victim or suspect contact from the case.

In completing the offense description box, you may reference one of the types of offenses defined in the Social Services Law (e.g., physical abuse, psychological abuse, neglect) or you may just describe the conduct. Examples: "neglect – alleged that staff failed to supervise service recipient" or "physical abuse – staff slapped service recipient" or "alleged that staff member choked service recipient during a restraint" or "staff member called service recipient a derogatory name" or "staff punched service recipient." As appropriate, more than one offense should be included in the offense section before submission.

Description	Date Offense Occurred	Victim Last Name	Victim First Name	Suspect Last Name	Suspect First Name
[TEXT]	[TEXT]	[TEXT]	[TEXT]	[TEXT]	[TEXT]

4. Attachments

Section 4: Attachments

You may use this section to upload documents to this case record. Use the + Add a File button to upload a new file from your machine to this case record. Please add the final report to this case and mark the type as Final Report (what's this?). The final report is required before submitting the case for review. The documents uploaded via this form are securely transferred using a Hyper-Text Transfer Protocol with SSL Encryption (HTTPS) connection.

Note: You may experience some delay when adding an attachment larger than 20 MB. If possible, please compress large files before uploading them to this system.

Note: If you have deleted an attachment and wish to add it back, you must add it back with a **different file name**.

File Name	Type	File Type	Comments
[TEXT]	[TEXT]	[TEXT]	[TEXT]

5. Review & Submit

Section 5: Review & Submit

Please review the information provided above. You will not be able to submit the case without the following required information:

- In Section 1: County of Incident is required.
- In Section 2: At least one individual with each of the following roles is required: Suspect, Victim, Investigator, and either Director or CEO / President.
- In Section 2: Each victim on the case must have a personal representative contact indicated in the personal representative field, unless the victim is marked as a self-advocate or is Unknown.
- In Section 3: At least one offense is required.
- In Section 4: At least one attachment with the type of Final Report is required.

Once you have reviewed the case, please check the checkbox below to indicate that you have conducted the review and click the Submit button below to submit the case. Upon clicking the Submit button you will not be able to access the form for any further updates. If your State Oversight Agency or the Justice Center requires additional information, you may be contacted via email and asked to provide additional investigation details. All the information entered via this form is secured using a Hyper-Text Transfer Protocol with SSL Encryption (HTTPS) connection.

Thank you for your cooperation and assistance in this investigation.

I recognize that once this form is submitted, I will no longer be able to submit additional updates to the investigation case via this online webform. I certify that the information provided on this form is accurate to the best of my knowledge.

Note: You will receive a confirmation email upon successfully submitting this report. The email will be sent to the email address you entered on the authorization page. Upon clicking Submit, please check your email to ensure the web-form was successfully submitted.

Submit Log Out and Submit Later

B. Expanding and Collapsing

The first four categorized sections of the **Case Summary** screen can be collapsed or expanded to hide or display data entry fields. All sections are expanded upon initial log in to the WSIR web form.

1. Click the *category heading* or the *up arrow icon* to collapse the section of the web form.

Section 3: Offenses

You may use this section to add offenses ([what's this?](#)) to this case record. Please add at least one offense record to the case before submission. The offense must have a description, suspect, and victim populated before it can be saved. To add a victim and a suspect to the offense, click on the button inside the Victim Last Name and Suspect Last Name fields to select a victim or suspect contact from the case.

In completing the offense description box, you may reference one of the types of offenses defined in the Social Services Law (e.g., physical abuse, psychological abuse, neglect) or you may just describe the conduct. Examples: "neglect – alleged that staff failed to supervise service recipient" or "physical abuse – staff slapped service recipient" or "alleged that staff member choked service recipient during a restraint" or "staff member called service recipient a derogatory name" or "staff punched service recipient." As appropriate, more than one offense should be included in the offense section before submission.

[+ Add an Offense](#) [Save](#) [Delete](#)

Description	Date Offense Occurred	Victim Last Name	Victim First Name	Suspect Last Name	Suspect First Name

2. The section is collapsed and the data entry fields are no longer visible.

Note: To expand the section and display the data entry fields **Click** the *section heading* or *down arrow icon*.

Section 3: Offenses

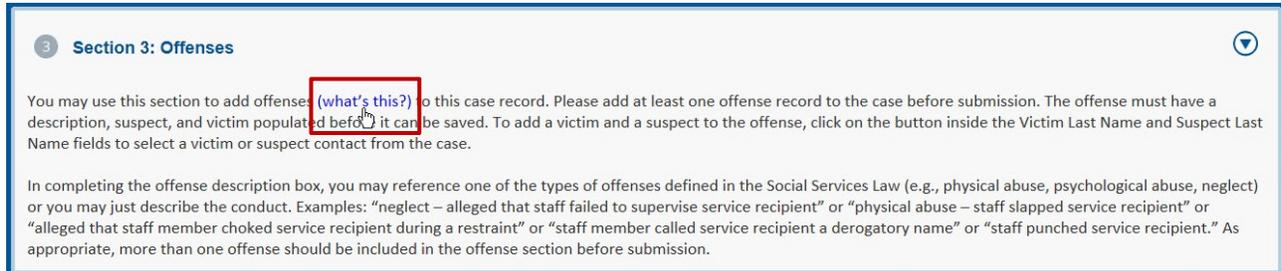
You may use this section to add offenses ([what's this?](#)) to this case record. Please add at least one offense record to the case before submission. The offense must have a description, suspect, and victim populated before it can be saved. To add a victim and a suspect to the offense, click on the button inside the Victim Last Name and Suspect Last Name fields to select a victim or suspect contact from the case.

In completing the offense description box, you may reference one of the types of offenses defined in the Social Services Law (e.g., physical abuse, psychological abuse, neglect) or you may just describe the conduct. Examples: "neglect – alleged that staff failed to supervise service recipient" or "physical abuse – staff slapped service recipient" or "alleged that staff member choked service recipient during a restraint" or "staff member called service recipient a derogatory name" or "staff punched service recipient." As appropriate, more than one offense should be included in the offense section before submission.

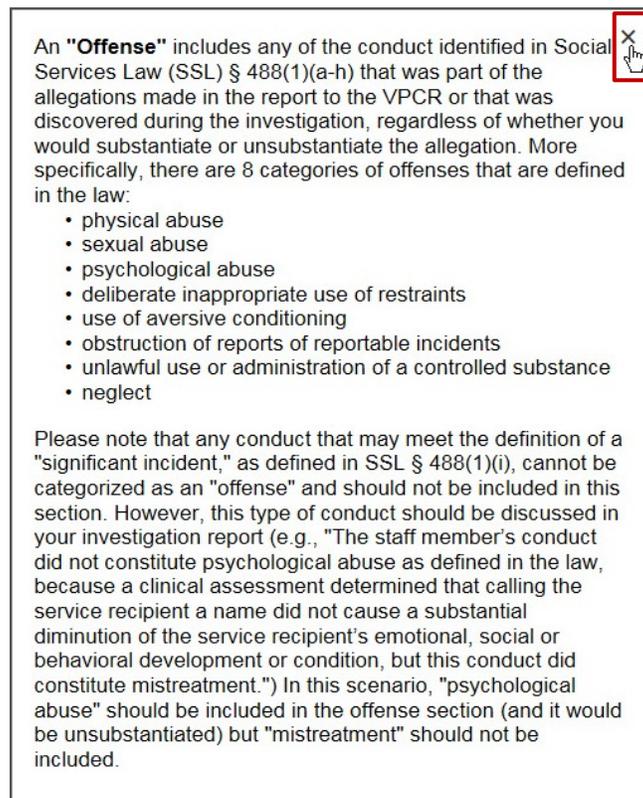
C. On-Screen Help

On-screen help is available throughout the WSIR web form **Case Updates** screen. Click on the  icon or the **(what's this?)** text link to display help contents.

1. Click the **(what's this?)** text link.



2. A text help window will display. Select the **X** to close the help window and return to the **Case Updates** screen.



Note: Clicking the WSIR web form on-screen text **Get more help** or the  button will open the WSIR web page training materials page at <http://www.justicecenter.ny.gov/wsir-documentation>. Please see *Section 1: Before Accessing WSIR* part D. *Available Resources* in this guide for more information.

Section 3 – Summary

In this section the following **Case Updates** web form topics were reviewed:

- Categorized sections of the web form
- Collapsing and expanding each section
- Available on-screen help

The next section, *Section 4: Case Summary*, reviews the first section WSIR web form. The **Case Summary** section includes basic case information that is both read-only and needs to be entered by the user.

Section 4: Case Summary

Introduction

In the previous section the **Case Updates** screen was reviewed. This comprehensive web form is divided into categorized sections. The first category on the WSIR web form is **Section 1: Case Summary**.

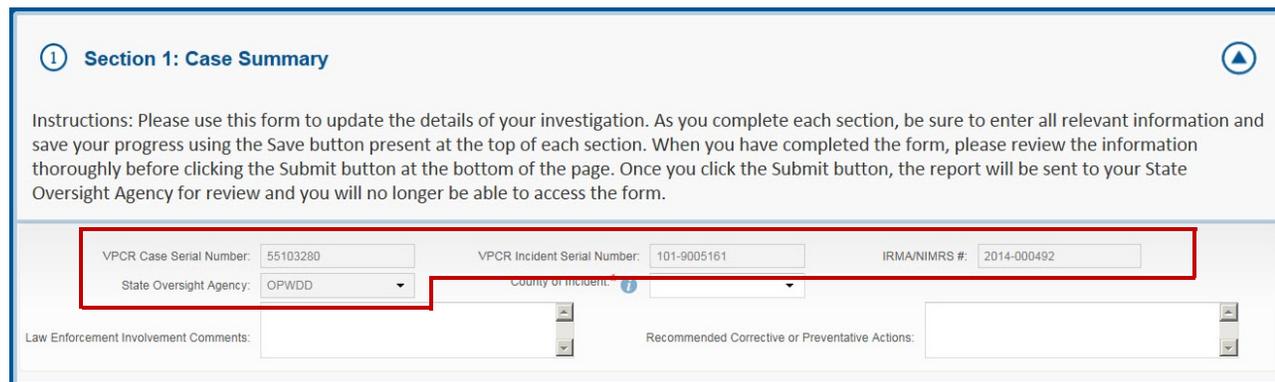
This portion of the reference guide will review the **Case Summary** section, including:

- Identifying data fields that are view only
- Recording and saving data in fields where information can be entered

A. Read Only

Several fields of information are already present on the **WSIR** web form in the **Case Summary** section. These are read-only fields and cannot be edited. This is also the case information that was entered on the **Case Authorization** screen to log in to the **WSIR**. These fields are:

- **VPCR Case Serial Number**
- **VPCR Incident Serial Number**
- **IRMA/NIMRS ID #**
- **State Oversight Agency**



The screenshot displays the 'Section 1: Case Summary' interface. At the top, there is a title bar with a help icon and a back arrow. Below the title, instructions state: 'Please use this form to update the details of your investigation. As you complete each section, be sure to enter all relevant information and save your progress using the Save button present at the top of each section. When you have completed the form, please review the information thoroughly before clicking the Submit button at the bottom of the page. Once you click the Submit button, the report will be sent to your State Oversight Agency for review and you will no longer be able to access the form.' The main form area contains several fields. A red box highlights the 'VPCR Case Serial Number' (55103280), 'VPCR Incident Serial Number' (101-9005161), and 'IRMA/NIMRS #' (2014-000492) fields. Below these are 'State Oversight Agency' (OPWDD) and 'County of Incident' (dropdown). At the bottom, there are 'Law Enforcement Involvement Comments' and 'Recommended Corrective or Preventative Actions' text areas.

Please see *Section 1: Before Accessing WSIR* for more information about these data fields, and *Section 2: Accessing WSIR* for more information about the log in process.

B. Entering Information

The **Case Summary** section includes three fields where users can enter information. These fields are:

- **County Of Incident:** *Required* (select from the down-down field)
 - **Law Enforcement Involvement Comments:** *Optional*
 - **Recommended Corrective or Preventative Actions:** *Optional*
1. **Select** appropriate value for the drop-down field adjacent to **County of Incident**.
Note: Use **Non-NY** for out-of-state cases.

Section 1: Case Summary

Instructions: Please use this form to update the details of your investigation. As you complete each section, be sure to enter all relevant information and save your progress using the Save button present at the top of each section. When you have completed the form, please review the information thoroughly before clicking the Submit button at the bottom of the page. Once you click the Submit button, the report will be sent to your State Oversight Agency for review and you will no longer be able to access the form.

VPCR Case Serial Number: 55103280 VPCR Incident Serial Number: 101-9005161 IRMA/NIMRS #: 2014-000492

State Oversight Agency: OPWDD County of Incident: * [Dropdown menu open showing: ALBANY, ALLEGANY, BRONX, BROOME, CATTARAUGUS, CAYUGA]

Law Enforcement Involvement Comments: [Text box]

Recommended Corrective or Preventative Actions: [Text box]

2. If warranted **Select** the field adjacent to **Law Enforcement Involvement Comments** anywhere in the text box with mouse pointer.

Section 1: Case Summary

Instructions: Please use this form to update the details of your investigation. As you complete each section, be sure to enter all relevant information and save your progress using the Save button present at the top of each section. When you have completed the form, please review the information thoroughly before clicking the Submit button at the bottom of the page. Once you click the Submit button, the report will be sent to your State Oversight Agency for review and you will no longer be able to access the form.

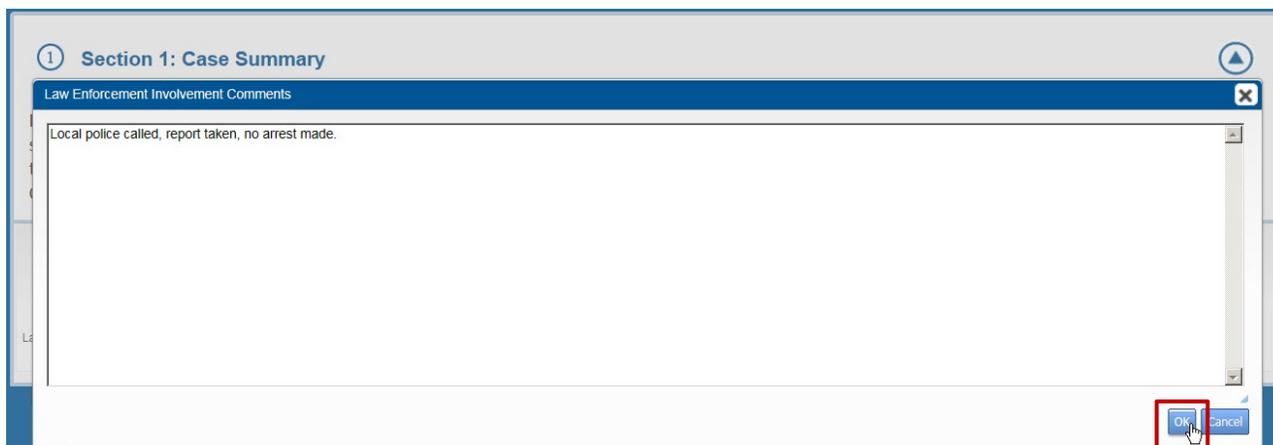
VPCR Case Serial Number: 55103280 VPCR Incident Serial Number: 101-9005161 IRMA/NIMRS #: 2014-000492

State Oversight Agency: OPWDD County of Incident: * [Dropdown menu]

Law Enforcement Involvement Comments: [Text box with cursor]

Recommended Corrective or Preventative Actions: [Text box]

3. A pop-up text entry window displays. **Enter** appropriate comments and **Select OK**.



The screenshot shows a web form window titled "Section 1: Case Summary" with a sub-header "Law Enforcement Involvement Comments". The text area contains the text "Local police called, report taken, no arrest made." The "OK" button is highlighted with a red box.

4. Repeat the process in steps two and three above to enter the details for **Recommended Corrective or Preventative Actions** section as warranted.
5. If the **County Of Incident** is not entered, an error message is displayed when an attempt is made to submit the completed WSIR web form. (*Section 8: Review and Submit* reviews the complete WSIR web form submission process.)

Section 1: Case Summary:

1. In the Case Summary section, please select the **County of Incident**.

6. Review the information entered. Correct or change any entries as necessary. The WSIR web form saves data as entered. If all the information entered is correct then the **Case Summary** section is complete.

Section 4 – Summary

In this section, the following topics were reviewed:

- Identifying and reviewing the read-only data fields
- Entering and reviewing additional information

The next section, *Section 5: Contacts*, reviews the different contact roles, and how to add and edit contact information.

Section 5: Contacts

Introduction

A contact is any individual who is involved in the incident or investigation. This section will review the different contact roles and the required fields for each type of contact.

A. Contact Types and Required Information

There are four types of required contacts. These are:

- **Suspect:** The person being accused of an allegation in an incident or investigation. Only custodians may be suspects.
- **Victim:** Defined as a vulnerable person (a person who, due to physical or cognitive disabilities, or the need for services or placement, is receiving services from a facility or provider agency) impacted by the incident.
- **Director or CEO/President:** The Director, or the CEO or President, of a provider facility or program.
- **Investigator:** A Provider Investigator is defined as the person conducting the investigation of an abuse and neglect case that is assigned to an agency other than the Justice Center or a State Oversight Agency.
- **Personal Representative:** Someone who is legally permitted to act on behalf of the service recipient, e.g. guardian, spouse, adult child. *Note:* If a Victim is identified as a Self-Advocate that eliminates the requirement for a Personal Representative.

The roles of **Witness** and **Other** are not required contacts but should be entered if available.

Required information differs for each contact type please refer to the chart below. Always enter additional information in fields that are not required if available.

Role ↓ Field →	First Name	Last Name	Mailing Address	Date of Birth	Social Security #	Phone	Email
<i>Victim</i>	X	X	X				
<i>Suspect</i>	X	X	X	X	X		
<i>Investigator</i>	X	X				X	X
<i>Director</i>	X	X	X				
<i>CEO/President</i>	X	X	X				
<i>Personal Representative</i>	X	X	X				
<i>Witness</i>	X	X					
<i>Other</i>	X	X					

Note: If the **Suspect** or **Victim** is unknown, please enter **Unknown** in the first and last name fields, no other fields are required. Enter the last known address if current address is unknown. Requirement for phone refers to any available number (home, work, or cell).

A **Victim** must have an associated **Personal Representative** or be identified as a **Self-Advocate**. To indicate a **Personal Representative** for the **Victim**, first create a contact with a role of **Personal Representative**. This allows the association of the previously entered **Personal Representative** with the newly created **Victim** record.

B. Adding Contacts

1. Navigate to **Section 2: Contacts**. Click the **+ Add a Contact** button.

② **Section 2: Contacts (Individuals involved in the Case)** ▲

You may use this section to add individual contacts involved in this case record. Please use the +Add a Contact button to create a new contact, the Save button to save your progress, and the Delete button delete any contacts that should not belong on this case. To add a new contact to the list, press the +Add a Contact button, then select the Role of Contact. Once a role is selected, the required information for that contact will be highlighted in yellow.

Please ensure to follow the below guidelines:

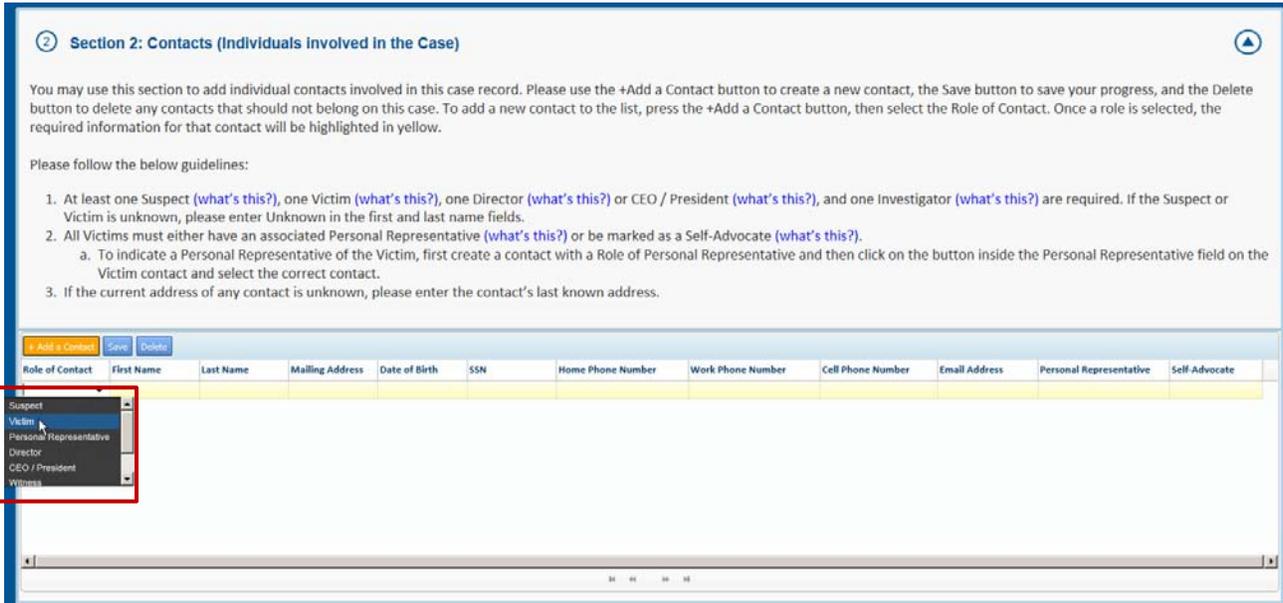
1. At least one Suspect ([what's this?](#)), one Victim ([what's this?](#)), one Director ([what's this?](#)) or CEO / President ([what's this?](#)), and one Investigator ([what's this?](#)) are required. If the Suspect or Victim is unknown, please enter Unknown in the first and last name fields.
2. All Victims must either have an associated Personal Representative ([what's this?](#)) or be marked as a Self-Advocate ([what's this?](#)).
 - To indicate a Personal Representative of the Victim, first create a contact with a Role of Personal Representative and then click on the button inside the Personal Representative field on the Victim contact and select the correct contact.
3. If the current address of any contact is unknown, please enter the contact's last known address.

+ Add a Contact
Save
Delete
[X]

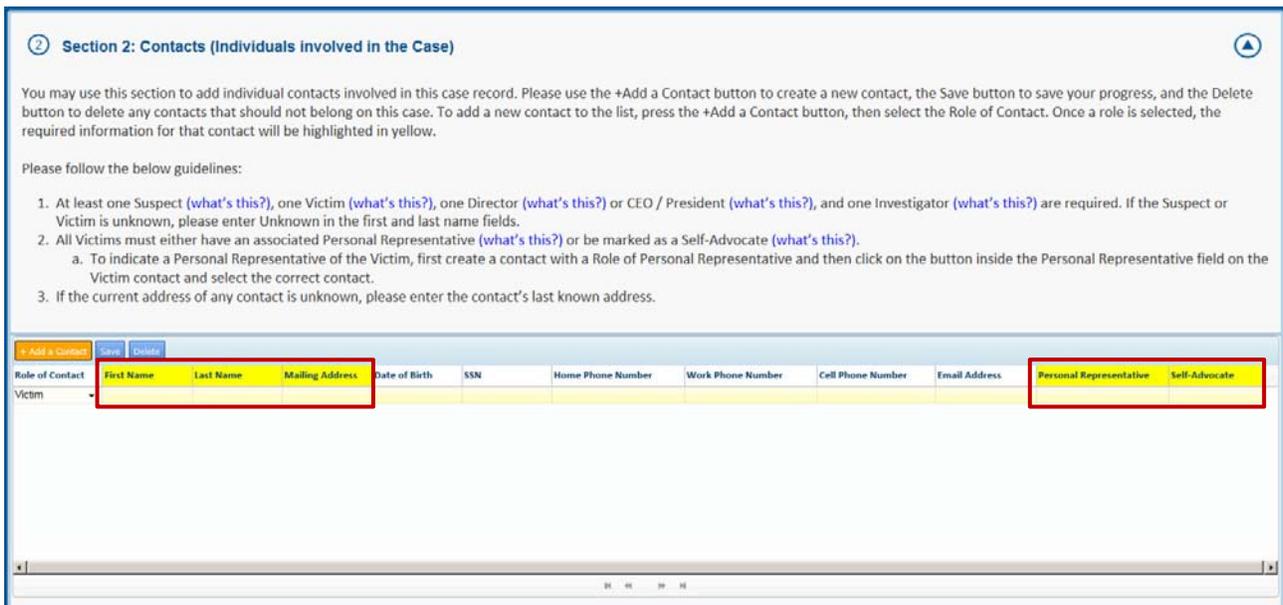
Role of Contact	First Name	Last Name	Mailing Address	Date of Birth	SSN	Home Phone Number	Work Phone Number	Cell Phone Number	Email Ad

« « » » »

- The contact record data fields are displayed. **Click** the drop-down menu in the **Role of Contact** field and select the role of the contact to be added.



- The required fields for the role selected are highlighted in yellow.



- Click in the **First Name** and **Last Name** fields and enter the indicated required information. **Click** the address selection icon in the **Mailing Address** field. The **Contact Addresses** pop-up window displays. Click on the **Show Available** button.

Section 2: Contacts (Individuals involved in the Case)

You may use this section to add individual contacts involved in this case. To delete any contacts that should not belong on this case. The required information for that contact will be highlighted in yellow.

Please follow the below guidelines:

- At least one Suspect (what's this?), one Victim (what's this?), or one Investigator (what's this?) are required. If the Suspect or Investigator (what's this?) are required. If the Suspect or Investigator (what's this?) are required. If the Suspect or Investigator (what's this?) are required. If the Suspect or Investigator (what's this?) are required.
- All Victims must either have an associated Personal Representative or Self-Advocate. To indicate a Personal Representative of the Victim, first click on the button inside the Personal Representative field on the contact, then the Save button to save your progress, and the Delete button to delete the Role of Contact. Once a role is selected, the required information for that contact will be highlighted in yellow.
- If the current address of any contact is unknown, please enter Unknown in the first and last name fields.

To associate an address, follow the below steps:

- Click on the "Show Available" button on the bottom of this box.
- Click on the "New" button in the top left corner of this box.
- Enter the full address and click Save.
- Click on the "OK" button at the bottom of this box.

- Available addresses are displayed. **Click** on **New**.

Contact Addresses

To associate an address, follow the below steps:

- Click on the "Show Available" button on the bottom of this box.
- Click on the "New" button in the top left corner of this box.
- Enter the full address and click Save.
- Click on the "OK" button at the bottom of this box.

New Query Find: Street Address Starting with: Go 1 - 10 of 12+

Street Address	Street Address 2	City	County	Region	Country
655 Sugartown Rd		Katonah	Westchester	Hudson River OMH	USA
207 Foote Ave		Jamestown	Chautauqua	Western New Yo...	USA
Fairport Office Park 1387 Fairport Rd		Fairport	Monroe	Western New Yo...	USA
3300 James St		Syracuse	Onondaga	Western New Yo...	USA
293 Genesee St		Utica	Oneida	Central New Yor...	USA
348 13th St Suite ...		Brooklyn	Kings	New York City O...	USA
127 E State St		Gloversville	Fulton	Central New Yor...	USA
400 Sunrise Hwy		Amityville	Suffolk	Long Island OMH	USA
50 Route 25a		Smithtown	Suffolk	Long Island OMH	USA
751 Dawson St F...		Bronx	Bronx	New York City O...	USA

Show Selected Add > OK

6. Enter the available address information in the indicated fields and **Click Save**.
Note: Street Address and City are required fields.

The screenshot shows a window titled "Contact Addresses" with a close button in the top right. Below the title bar, there is instructional text: "To associate an address, follow the below steps:" followed by a numbered list:

1. Click on the "Show Available" button on the bottom of this box.
2. Click on the "New" button in the top left corner of this box.
3. Enter the full address and click Save.
4. Click on the "OK" button at the bottom of this box.

 Below the instructions is a form with the following fields:

- Primary:
- Address Type:
- Street Address: *
- Street Address 2:
- City: *
- County:
- Country:
- State:
- Zip Code:

 At the bottom right of the form, there are two buttons: "Save" and "Cancel". The "Save" button is highlighted with a red box and a mouse cursor is pointing at it.

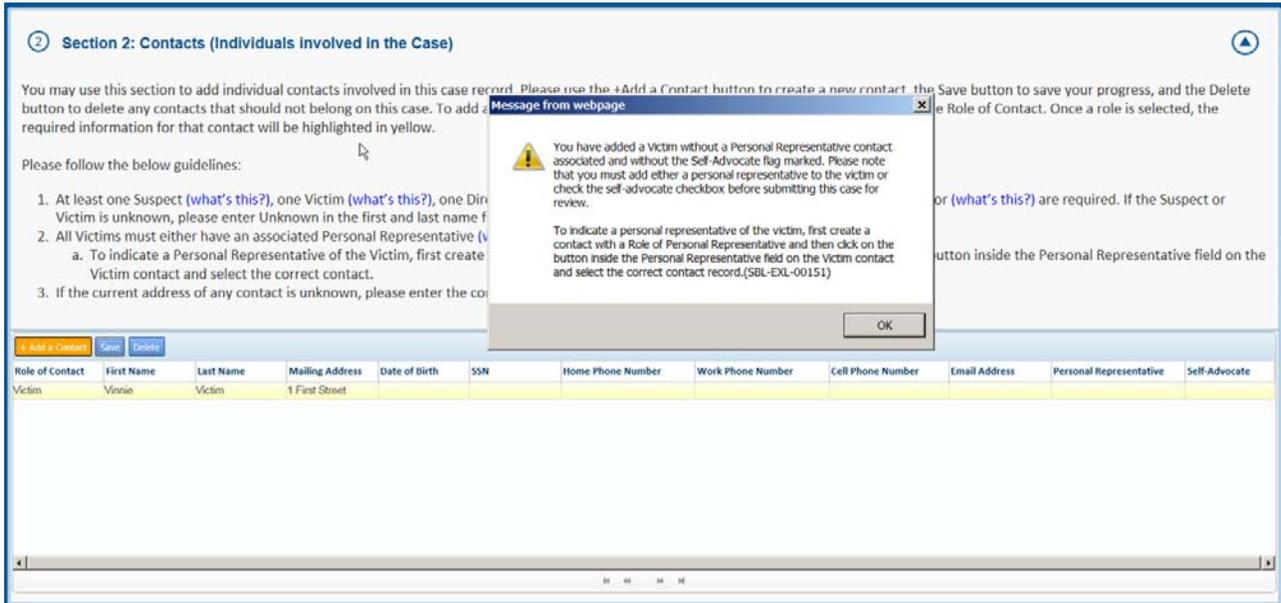
7. **Click the OK button.**

The screenshot shows the same "Contact Addresses" window. Below the instructional text, there is a "Query" section with a "1 - 1 of 1" indicator. Below that is a table with the following data:

Selected	Primary	Address Status	Date Associated	Address Type	Street Address
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Unverified			1 First Street

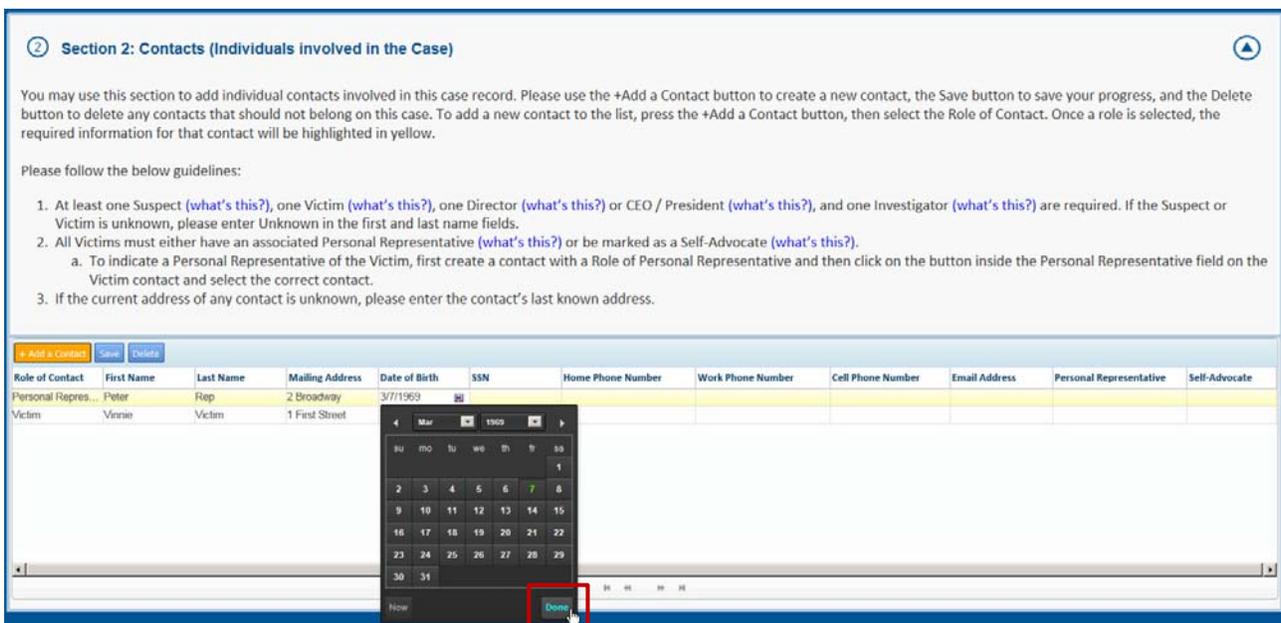
 Below the table is a horizontal scrollbar. At the bottom of the window, there are four buttons: "Show Available", "< Remove", "<< Remove All", and "OK". The "OK" button is highlighted with a red box and a mouse cursor is pointing at it.

8. Contact records with the role of **Victim** require either the **Self-Advocate** flag marked or a **Personal Representative** identified. See step 12 below for detailed instructions.



9. Proceed to enter additional contact records. *Note:* The required contact information is dependent on the role of the contact added.

10. To enter the **Date of Birth** information **Click** the calendar selection icon in the **Date of Birth** field. Use the drop-down menu and arrow icons to select the **Month** and **Year** for the date of birth. **Click** on the date and then click **Done**.



11. Click **Save** after entering all available contact information into the remaining fields for each contact added.

Section 2: Contacts (Individuals Involved in the Case)

You may use this section to add individual contacts involved in this case record. Please use the +Add a Contact button to create a new contact, the Save button to save your progress, and the Delete button to delete any contacts that should not belong on this case. To add a new contact to the list, press the +Add a Contact button, then select the Role of Contact. Once a role is selected, the required information for that contact will be highlighted in yellow.

Please follow the below guidelines:

1. At least one Suspect (what's this?), one Victim (what's this?), one Director (what's this?) or CEO / President (what's this?), and one Investigator (what's this?) are required. If the Suspect or Victim is unknown, please enter Unknown in the first and last name fields.
2. All Victims must either have an associated Personal Representative (what's this?) or be marked as a Self-Advocate (what's this?).
 - a. To indicate a Personal Representative of the Victim, first create a contact with a Role of Personal Representative and then click on the button inside the Personal Representative field on the Victim contact and select the correct contact.
3. If the current address of any contact is unknown, please enter the contact's last known address.

Role of Contact	First Name	Last Name	Mailing Address	Date of Birth	SSN	Home Phone Number	Work Phone Number	Cell Phone Number	Email Address	Personal Representative	Self-Advocate
Personal Repres...	Peter	Rep	2 Broadway	3/7/1969	123-45-7890	(518) 555-1212	(518) 444-3232		p@rep.com		
Victim	Vinnie	Victim	1 First Street								

12. To associate a **Personal Representative** with a **Victim** create a contact record with the role of Personal Representative. Then return to the **Victim** record, **Click** the button inside the **Personal Representative** field, and select the relevant contact record.

Section 2: Contacts (Individuals Involved in the Case)

You may use this section to add individual contacts involved in this case record. Please use the +Add a Contact button to create a new contact, the Save button to save your progress, and the Delete button to delete any contacts that should not belong on this case. To add a new contact to the list, press the +Add a Contact button, then select the Role of Contact. Once a role is selected, the required information for that contact will be highlighted in yellow.

Please follow the below guidelines:

1. At least one Suspect (what's this?), one Victim (what's this?), one Director (what's this?) or CEO / President (what's this?), and one Investigator (what's this?) are required. If the Suspect or Victim is unknown, please enter Unknown in the first and last name fields.
2. All Victims must either have an associated Personal Representative (what's this?) or be marked as a Self-Advocate (what's this?).
 - a. To indicate a Personal Representative of the Victim, first create a contact with a Role of Personal Representative and then click on the button inside the Personal Representative field on the Victim contact and select the correct contact.
3. If the current address of any contact is unknown, please enter the contact's last known address.

Pick Contact

Please select the correct contact record to add as the personal representative for this victim. The contacts shown in this list are contacts on this case record with a Role of Personal Representative. If you have not yet created a Personal Representative contact, please close this box and create a contact record with a Role of Personal Representative. If you have already created a Personal Representative contact but do not see any in this list, please close this box and click Save, then open this box again.

First Name	Last Name	Mailing Address
Peter	Rep	2 Broadway

Role of Contact	First Name	Last Name	Mailing Address	Date of Birth	SSN
Personal Repres...	Peter	Rep	2 Broadway	3/7/1969	123-45-7890
Victim	Vinnie	Victim	1 First Street		

13. If the **Save** button is **Clicked** before all required fields are entered a pop-up window will display. **Click OK** and enter the missing required information.

Section 2: Contacts (Individuals involved in the Case)

You may use this section to add individual contacts involved in this case record. Please use the +Add a Contact button to create a new contact, the Save button to save your progress, and the Delete button delete any contacts that should not belong on this case. To add a new contact to the list, press the +Add a Contact button, then select the Role of Contact. Once a role is selected, the required information for that contact will be highlighted in yellow.

Please ensure to follow the below guidelines:

- At least one Suspect (what's this?), one Victim (what's this?), one Director (what's this?) or CEO / President (what's this?), and one Investigator (what's this?) are required. If the Suspect or Victim is unknown, please enter Unknown in the first and last name fields.
- All Victims must either have an associated Personal Representative (what's this?) or be marked as a Self-Advocate (what's this?).
 - To indicate a Personal Representative of the Victim, first create a contact with a Role of Personal Representative and then click on the button inside the Personal Representative field on the Victim contact and select the correct contact.
- If the current address of any contact is unknown, please enter the

Role of Contact	First Name	Last Name	Mailing Address	Date of Birth	Phone Number	Cell Phone Number	Email Address	Pers
Victim	Sally	Brown	2 Elm Ave.	10/12/1967			sally@brown.com	
Personal Repres...	William	Personrep	1 First Street	9/12/1974	-1212	(518) 333-1212	wpersonrep@gmail.com	
Suspect	Peter	Smith	3 5th Ave				peter@smith.com	

Message from webpage

Please populate Date of Birth. (SBL-APS-00802)

OK

14. *Reminder:* A minimum of one contact record is required for the roles below.

- **Victim** (First Name and Last Name)
- **Suspect** (First Name, Last Name, Mailing Address, Date of Birth, and Social Security #)
- **Personal Representative** (First Name, Last Name, and Mailing Address)
 - If the **Victim** is not marked as a **Self-Advocate**
- **Director or CEO/President** (First Name, Last Name, and Mailing Address)
- **Investigator** (First Name, Last Name, Email, and Phone)
- **Witness** and **Other** are *optional* (First Name and Last Name)

2 Section 2: Contacts (Individuals involved in the Case)

You may use this section to add individual contacts involved in this case record. Please use the +Add a Contact button to create a new contact, the Save button to save your progress, and the Delete button delete any contacts that should not belong on this case. To add a new contact to the list, press the +Add a Contact button, then select the Role of Contact. Once a role is selected, the required information for that contact will be highlighted in yellow.

Please ensure to follow the below guidelines:

1. At least one Suspect ([what's this?](#)), one Victim ([what's this?](#)), one Director ([what's this?](#)) or CEO / President ([what's this?](#)), and one Investigator ([what's this?](#)) are required. If the Suspect or Victim is unknown, please enter Unknown in the first and last name fields.
2. All Victims must either have an associated Personal Representative ([what's this?](#)) or be marked as a Self-Advocate ([what's this?](#)).
 - To indicate a Personal Representative of the Victim, first create a contact with a Role of Personal Representative and then click on the button inside the Personal Representative field on the Victim contact and select the correct contact.
3. If the current address of any contact is unknown, please enter the contact's last known address.

Role of Contact	First Name	Last Name	Mailing Address	Date of Birth	SSN	Home Phone Number	Work Phone Number	Cell Phone Number	Email Address	Personal R
Other	Charlie	Optional								
Witness	Ann	Optional				(518) 222-3333				
Investigator	Nancy	Drew	7 Wood Road					(518) 666-4444	nancy@drew.gov	
Director	Joann	Fabric	10 Green Circle				(518) 777-8888		joann@fabric.net	
Suspect	Peter	Smith	3 5th Ave	10/12/1967	XXX-XX-1234	(518) 333-7777			peter@smith.com	
Victim	Sally	Brown	2 Elm Ave.	10/12/1967	XXX-XX-9876	(518) 444-3333			sally@brown.com	
Personal Repres...	William	Personrep	1 First Street	9/12/1974	XXX-XX-4321	(518) 555-1212	(518) 444-1212	(518) 333-1212	wpersonrep@gmail.com	

C. Editing Contacts

1. To edit, add, or delete information in a data field of a saved contact record **Click** in that field, make the necessary changes, then **Click Save**. *In the example below Work Phone Number* information is deleted and a **Home Phone Number** is added to the **Witness** contact record.

Section 2: Contacts (Individuals involved in the Case)

You may use this section to add individual contacts involved in this case record. Please use the +Add a Contact button to create a new contact, the Save button to save your progress, and the Delete button delete any contacts that should not belong on this case. To add a new contact to the list, press the +Add a Contact button, then select the Role of Contact. Once a role is selected, the required information for that contact will be highlighted in yellow.

Please ensure to follow the below guidelines:

1. At least one Suspect (what's this?), one Victim (what's this?), one Director (what's this?) or CEO / President (what's this?), and one Investigator (what's this?) are required. If the Suspect or Victim is unknown, please enter Unknown in the first and last name fields.
2. All Victims must either have an associated Personal Representative (what's this?) or be marked as a Self-Advocate (what's this?).
 - To indicate a Personal Representative of the Victim, first create a contact with a Role of Personal Representative and then click on the button inside the Personal Representative field on the Victim contact and select the correct contact.
3. If the current address of any contact is unknown, please enter the contact's last known address.

Role of Contact	First Name	Last Name	Mailing Address	Date of Birth	SSN	Home Phone Number	Work Phone Number	Cell Phone Number	Email Address	Personal R
Other	Charlie	Optional								
Witness	Ann	Optional				(518) 555-1111				
Investigator	Nancy	Drew	7 Wood Road					(518) 666-4444	nancy@drew.gov	
Director	Joann	Fabric	10 Green Circle				(518) 777-8888		joann@fabric.net	
Suspect	Peter	Smith	3 5th Ave	10/12/1967	XXX-XX-1234	(518) 333-7777			peter@smith.com	
Victim	Sally	Brown	2 Elm Ave.	10/12/1967	XXX-XX-9876	(518) 444-3333			sally@brown.com	
Personal Repres...	William	Personrep	1 First Street	9/12/1974	XXX-XX-4321	(518) 555-1212	(518) 444-1212	(518) 333-1212	wpersonrep@gmail.com	

D. Deleting Contacts

1. To delete a contact **Click** anywhere in the contact record, then **Click the Delete** button.

Section 2: Contacts (Individuals involved in the Case)

You may use this section to add individual contacts involved in this case record. Please use the +Add a Contact button to create a new contact, the Save button to save your progress, and the Delete button delete any contacts that should not belong on this case. To add a new contact to the list, press the +Add a Contact button, then select the Role of Contact. Once a role is selected, the required information for that contact will be highlighted in yellow.

Please ensure to follow the below guidelines:

1. At least one Suspect (what's this?), one Victim (what's this?), one Director (what's this?) or CEO / President (what's this?), and one Investigator (what's this?) are required. If the Suspect or Victim is unknown, please enter Unknown in the first and last name fields.
2. All Victims must either have an associated Personal Representative (what's this?) or be marked as a Self-Advocate (what's this?).
 - To indicate a Personal Representative of the Victim, first create a contact with a Role of Personal Representative and then click on the button inside the Personal Representative field on the Victim contact and select the correct contact.
3. If the current address of any contact is unknown, please enter the contact's last known address.

Role of Contact	First Name	Last Name	Mailing Address	Date of Birth	SSN	Home Phone Number	Work Phone Number	Cell Phone Number	Email Address	Personal R
Other	Charlie	Optional								
Witness	Ann	Optional				(518) 555-1111				
Investigator	Nancy	Drew	7 Wood Road					(518) 666-4444	nancy@drew.gov	
Director	Joann	Fabric	10 Green Circle				(518) 777-8888		joann@fabric.net	
Suspect	Peter	Smith	3 5th Ave	10/12/1967	XXX-XX-1234	(518) 333-7777			peter@smith.com	
Victim	Sally	Brown	2 Elm Ave.	10/12/1967	XXX-XX-9876	(518) 444-3333			sally@brown.com	
Personal Repres...	William	Personrep	1 First Street	9/12/1974	XXX-XX-4321	(518) 555-1212	(518) 444-1212	(518) 333-1212	wpersonrep@gmail.com	

2. The selected record is deleted.

2 Section 2: Contacts (Individuals involved in the Case)

You may use this Section to add individual contacts involved in this case record. Please use the +Add a Contact button to create a new contact, the Save button to save your progress, and the Delete button delete any contacts that should not belong on this case. To add a new contact to the list, press the +Add a Contact button, then select the Role of Contact. Once a role is selected, the required information for that contact will be highlighted in yellow.

Please ensure to follow the below guidelines:

- At least one Suspect ([what's this?](#)), one Victim ([what's this?](#)), one Director ([what's this?](#)) or CEO / President ([what's this?](#)), and one Investigator ([what's this?](#)) are required. If the Suspect or Victim is unknown, please enter Unknown in the first and last name fields.
- All Victims must either have an associated Personal Representative ([what's this?](#)) or be marked as a Self-Advocate ([what's this?](#)).
 - To indicate a Personal Representative of the Victim, first create a contact with a Role of Personal Representative and then click on the button inside the Personal Representative field on the Victim contact and select the correct contact.
- If the current address of any contact is unknown, please enter the contact's last known address.

Role of Contact	First Name	Last Name	Mailing Address	Date of Birth	SSN	Home Phone Number	Work Phone Number	Cell Phone Number	Email Address	Personal R
Other	Charlie	Optional								
Investigator	Nancy	Drew	7 Wood Road					(518) 666-4444	nancy@drew.gov	
Director	Joann	Fabric	10 Green Circle				(518) 777-8888		joann@fabric.net	
Suspect	Peter	Smith	3 5th Ave	10/12/1967	XXX-XX-1234	(518) 333-7777			peter@smith.com	
Victim	Sally	Brown	2 Elm Ave.	10/12/1967	XXX-XX-9876	(518) 444-3333			sally@brown.com	
Personal Repres...	William	Personrep	1 First Street	9/12/1974	XXX-XX-4321	(518) 555-1212	(518) 444-1212	(518) 333-1212	wpersonrep@gmail.com	

Section 5 – Summary

In this section the following topics were reviewed:

- Contact types and required information
- Adding Contacts to the case record
- Editing and deleting contact records

The next section, *Section 6: Offenses*, reviews entering and editing offense records, which includes the details surrounding the actual incident(s) being investigated.

Section 6: Offenses

Introduction

An offense records the specific type and basic details regarding a reportable incident of abuse or neglect. Offences can fall under one or more of the following categories:

- Physical abuse
- Sexual abuse
- Psychological abuse
- Deliberate inappropriate use of restraints
- Use of aversive conditioning
- Obstruction of reports of reportable incidents
- Unlawful use or administration of a controlled substance
- Neglect – other

From 2012 New York Consolidated Laws Social Services Article 11 –Protection of People with Special Needs 488 - Definitions (NY Soc Serv L § 488 2012)

In completing the offense description box, you may reference one of the types of offenses above or you may just describe the conduct. Examples: “neglect – alleged that staff failed to supervise service recipient” or “physical abuse – staff slapped service recipient” or “alleged that staff member choked service recipient during a restraint” or “staff member called service recipient a derogatory name” or “staff punched service recipient.”

This section will review entering offense information into the WSIR web form.

A. Entering an Offense

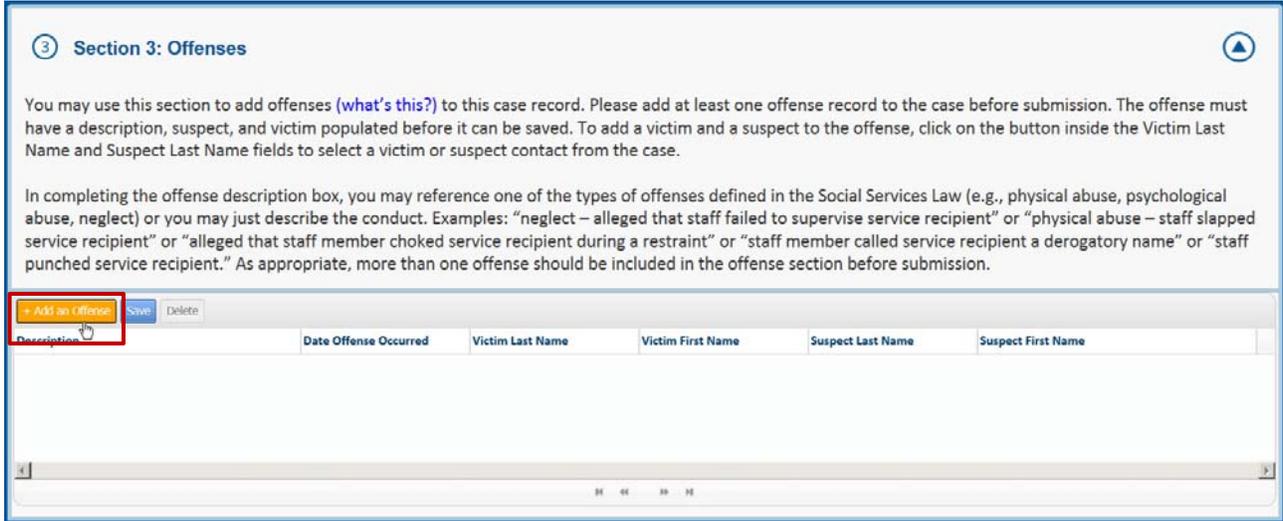
A minimum of one offense must be entered for each case, however multiple offenses per case can be recorded. Each offense record includes the following information:

- **Description**
- **Date Offense Occurred**
- **Victim Last Name**
- **Victim First Name**
- **Suspect Last Name**
- **Suspect First Name**

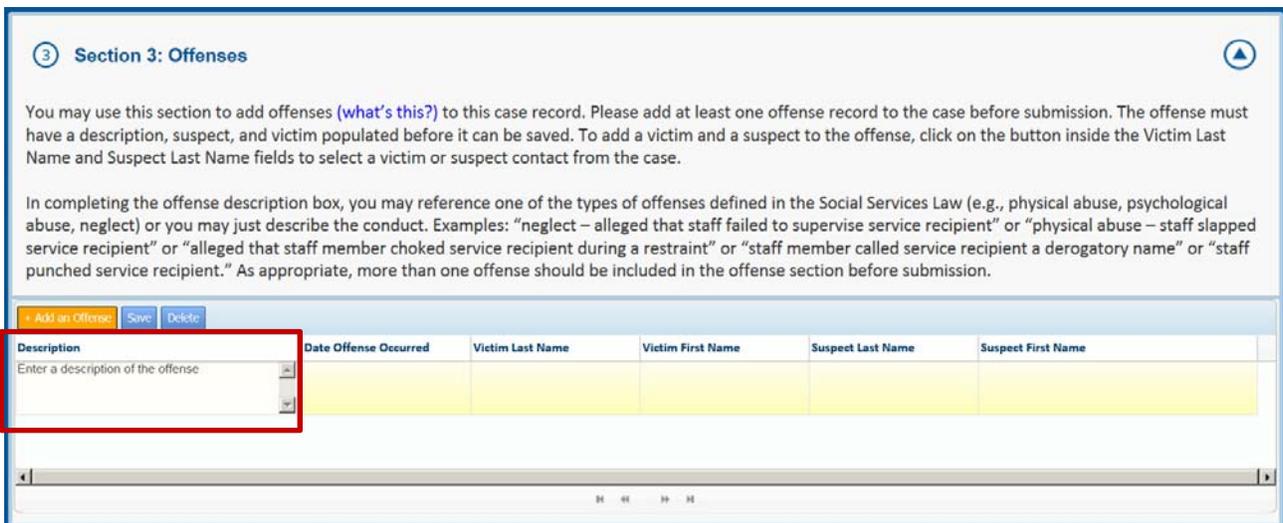
All data above is required to submit a complete offense record with the exception of **Date Offense Occurred**, which may be left blank if not available.

Please note: **Victim** and **Suspect** information are selected from previously entered contact records. Please see *Section 5: Contacts* for more information on adding contacts to a case record.

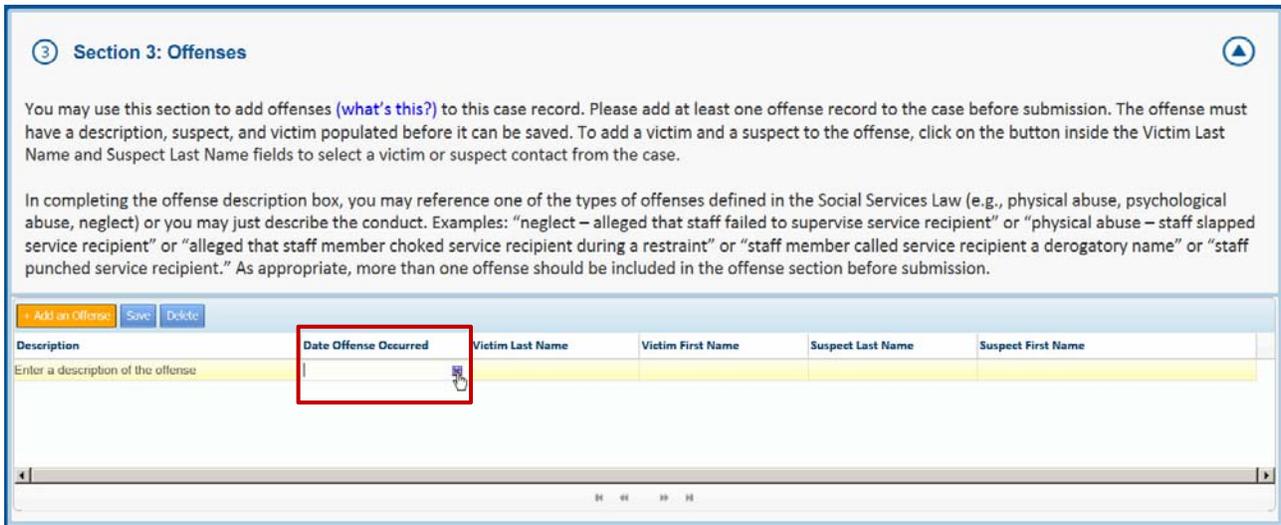
1. Navigate to **Section 3: Offenses** on the **Case Updates** screen. **Click the + Add an Offense** button.



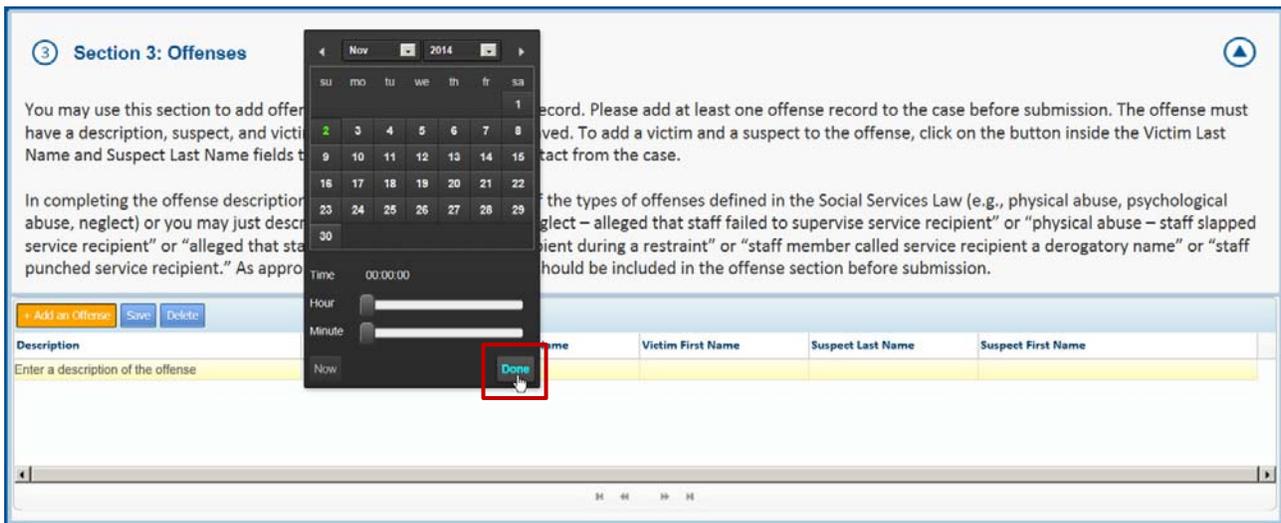
2. Enter a **Description** of the offense.



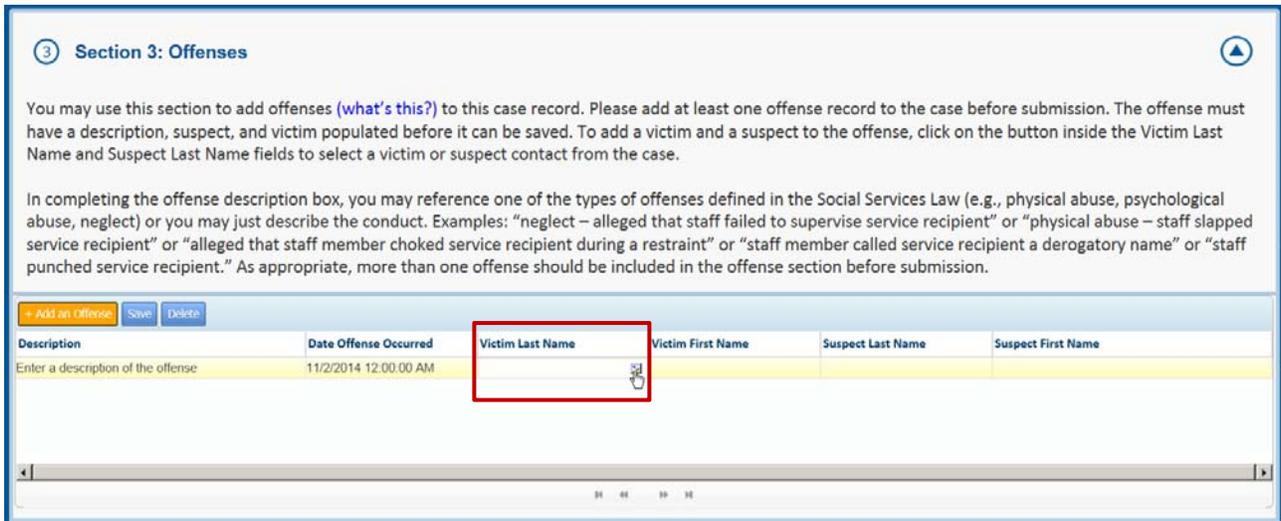
3. Click the calendar icon in the **Date Offense Occurred** field.



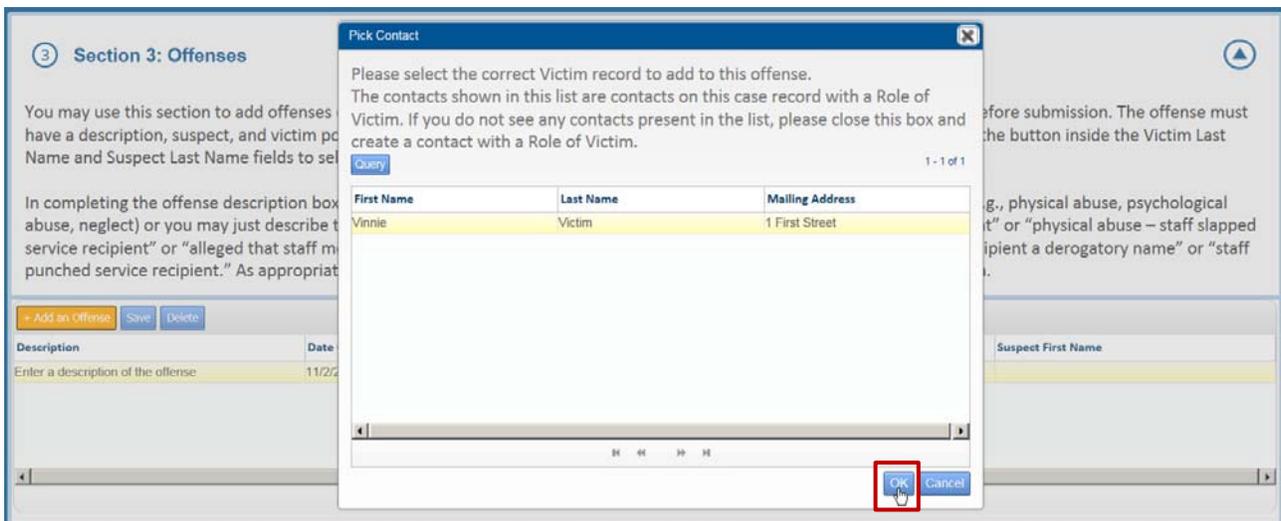
4. The date selection pop-up calendar window displays. Use the arrow icons and drop-down menus to display the desired the month and year, then **Click** the appropriate date. Use the slide-bar controls on the calendar window to indicate the **Hour** and **Minute** of the offense if available (otherwise leave the **Time** at at **00:00:00** default value). **Click Done**.



5. Click the contact icon in the **Victim Last Name** field.

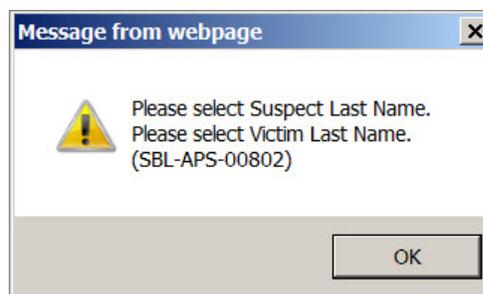


6. The **Pick Contact** pop-up window displays. Click the appropriate victim from the list and click **OK**.



7. Repeat the process in step 6 for the the Suspect field.

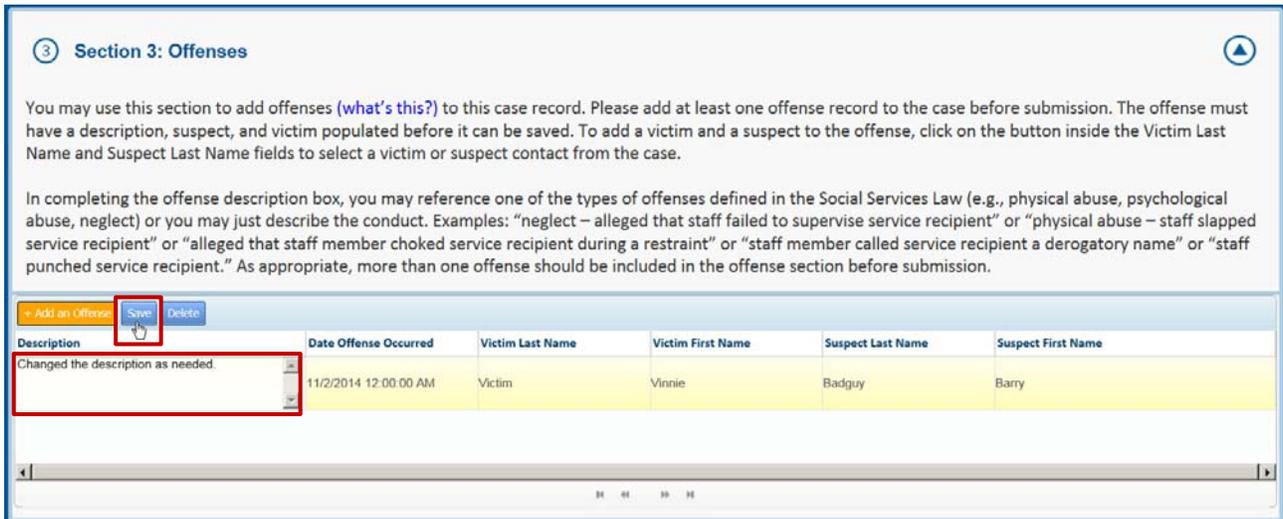
8. If any required fields are not complete and **Save** is selected an error message will display. Click **OK** and complete the missing information.



B. Editing Offenses

Information entered as part of the offense record can be edited. Repeat the steps above for the information that needs to be changed. *In the example below the text in the Description field is changed.*

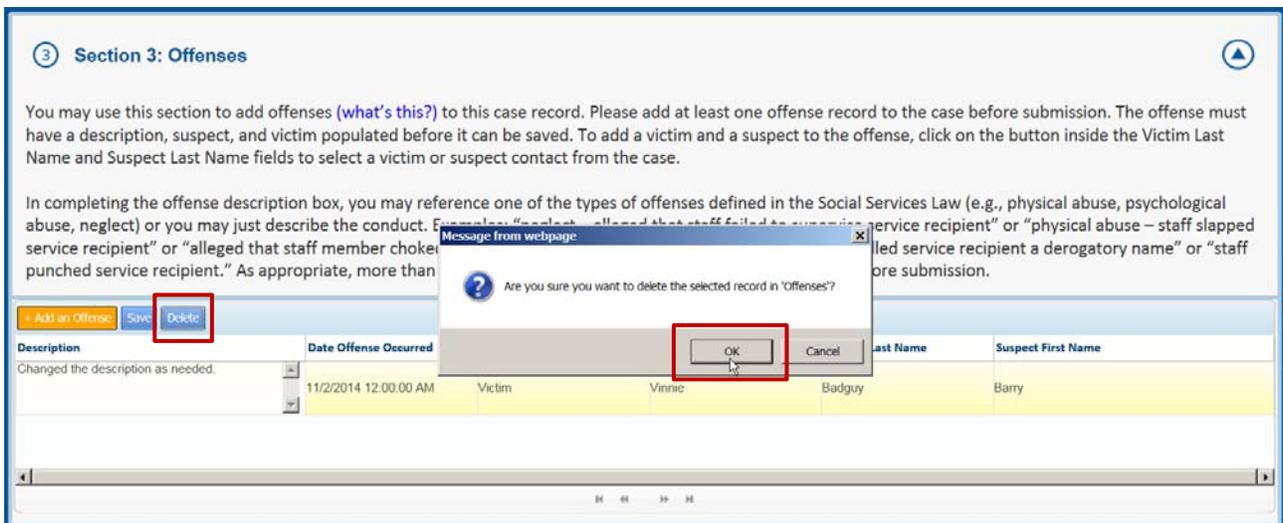
1. Click in the **Description** field and make changes as necessary. Click **Save**.



C. Deleting Offenses

A saved offense record can be deleted. *Note:* A completed case record must include at least one offense.

1. The **Description** field is updated. Click anywhere in the **Offense** record. Click **Delete**. Click **OK** in the confirmation pop-up window.



2. The **Offense** record is deleted.

③ Section 3: Offenses
▲

You may use this section to add offenses ([what's this?](#)) to this case record. Please add at least one offense record to the case before submission. The offense must have a description, suspect, and victim populated before it can be saved. To add a victim and a suspect to the offense, click on the button inside the Victim Last Name and Suspect Last Name fields to select a victim or suspect contact from the case.

In completing the offense description box, you may reference one of the types of offenses defined in the Social Services Law (e.g., physical abuse, psychological abuse, neglect) or you may just describe the conduct. Examples: “neglect – alleged that staff failed to supervise service recipient” or “physical abuse – staff slapped service recipient” or “alleged that staff member choked service recipient during a restraint” or “staff member called service recipient a derogatory name” or “staff punched service recipient.” As appropriate, more than one offense should be included in the offense section before submission.

+ Add an Offense
Save
Delete

Description	Date Offense Occurred	Victim Last Name	Victim First Name	Suspect Last Name	Suspect First Name

Section 6 – Summary

In this section the following topics were reviewed:

- Entering and saving a complete offense record, that includes a description, date, suspect, and victim.
- Editing the details and deleting an offense.

The next section, *Section 7: Attachments*, reviews submitting different types of documentation as part of the investigative information.

Section 7: Attachments

Introduction

Part of the complete investigative information record is relevant documentation. Documents can be attached to the WSIR case record and submitted with the other information previously entered in the other sections.

Documents uploaded via the WSIR web form are securely transferred using a Hyper-Text Transfer Protocol with SSL Encryption (HTTPS) connection.

Note: You may experience some delay when adding an attachment larger than 20 MB. If possible, please compress large files before uploading them to this system.

A. Document Types

There are several different types of documents that can be included as part of the case investigative information.

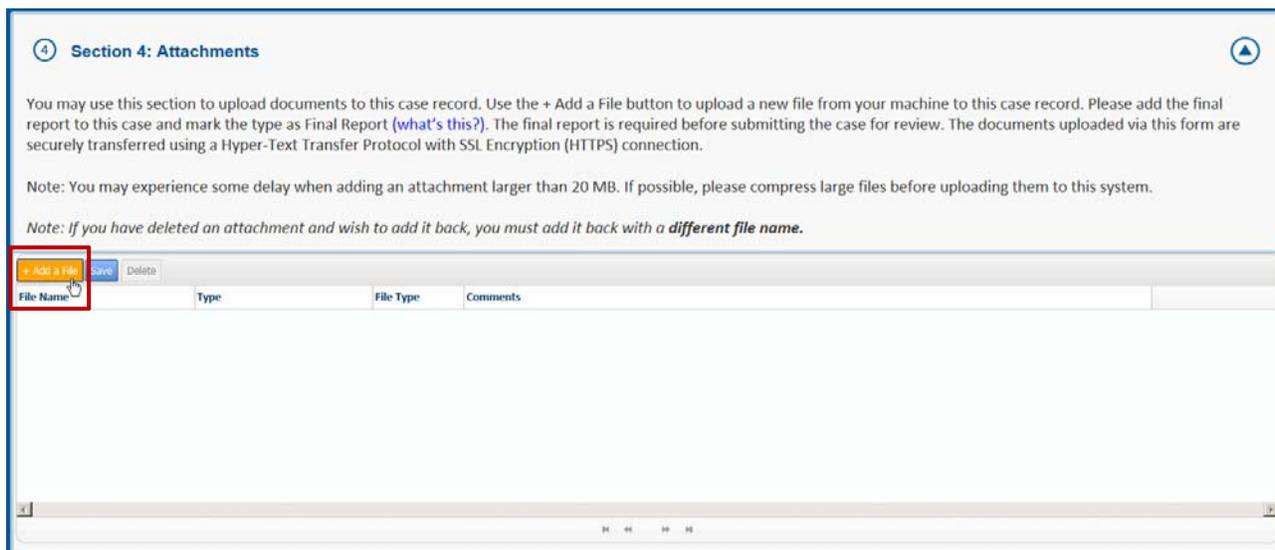
A **Final Report** is required. The **Final Report** refers to the final investigation summary report that contains details of the investigative process, including details around the background information, evidence collected, interviews conducted, etc.

Additional documentation necessary to support the investigative findings should be attached prior to submitting the completed WSIR web form. Other types of documents that can be included are:

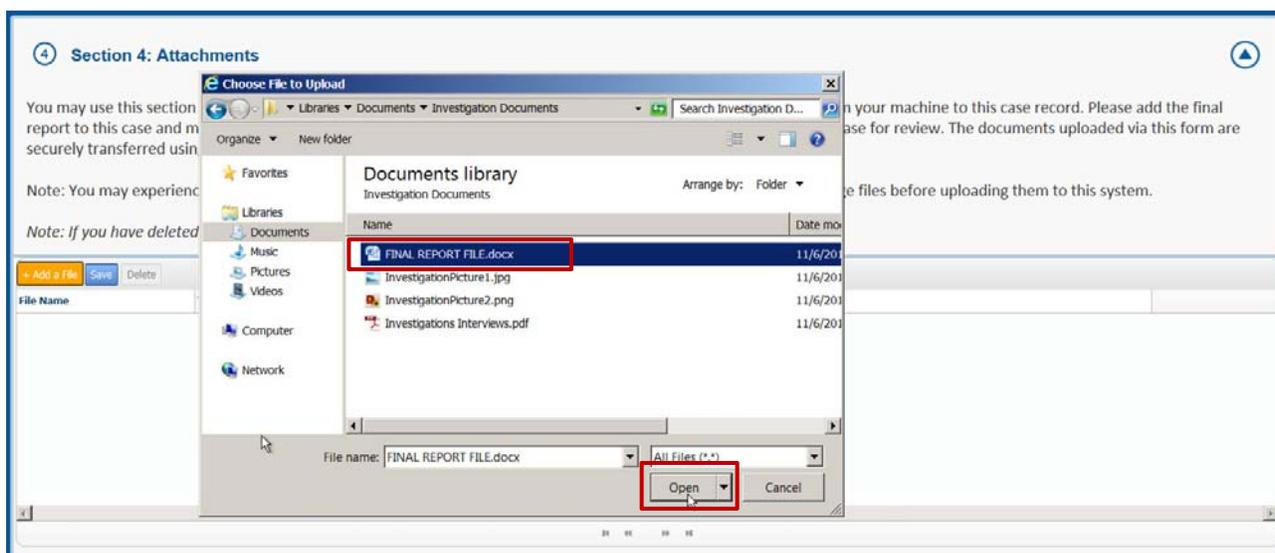
- **Interview Notes**
- **Statements**
- **Evidence**
- **Medical Report**
- **Psychological Report**
- **Psychiatric Report**
- **Therapeutic Report**
- **Photograph**
- **Other**

B. Attaching Files

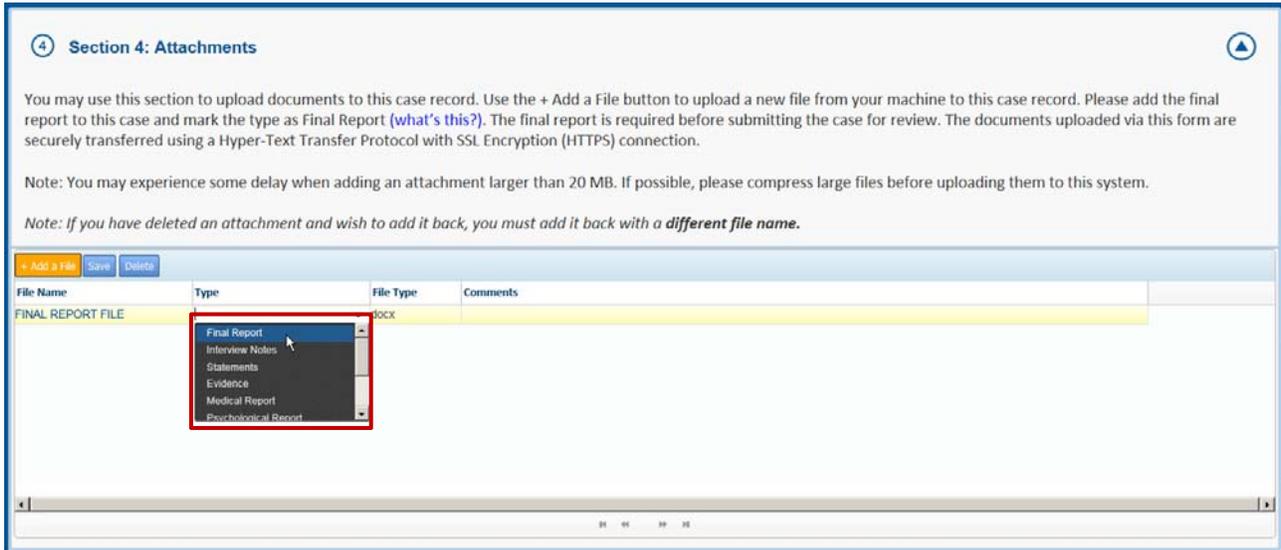
1. To add a file to the case record **Click the + Add a File** button.



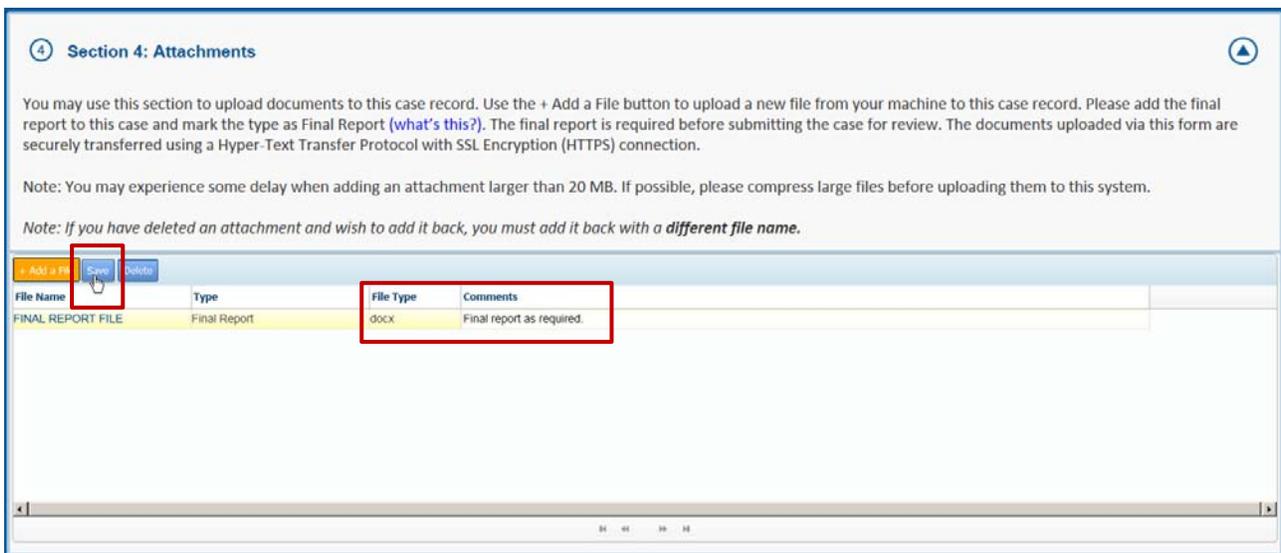
2. The **Choose a File to Upload** pop-up window displays. **Click** on a file to add to the case record and **Click Open**.



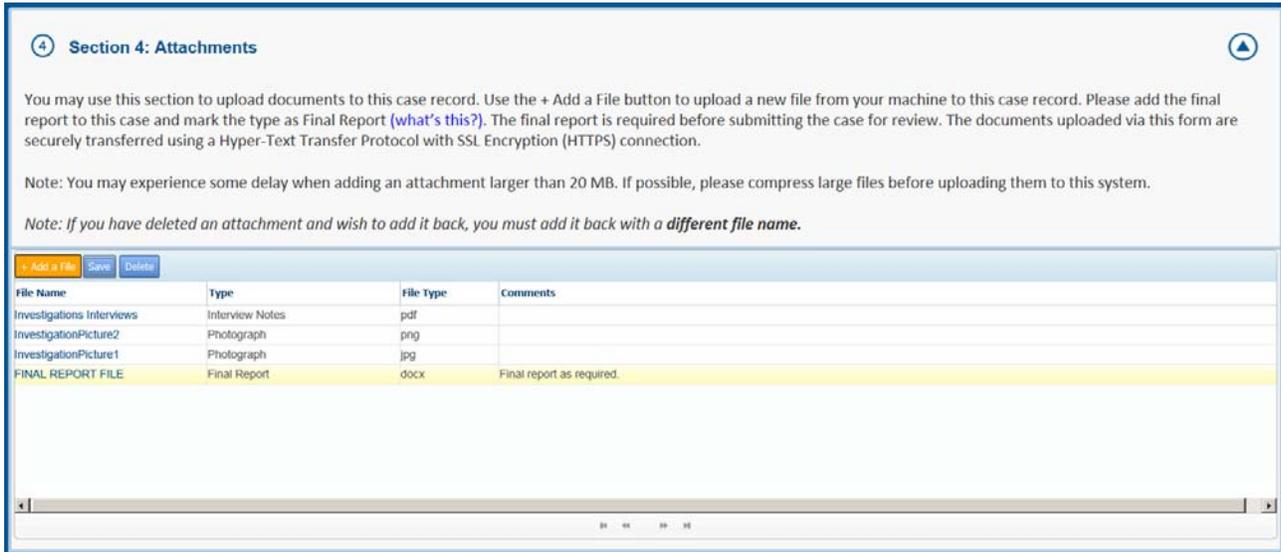
- The selected file is added to the case record and the **File Type** field automatically populates. **Click** on the file type from the **Type** drop-down menu.



- The **Type** is added to the document record. **Click** in the **Comments** field and add comments as warranted. **Click Save**.



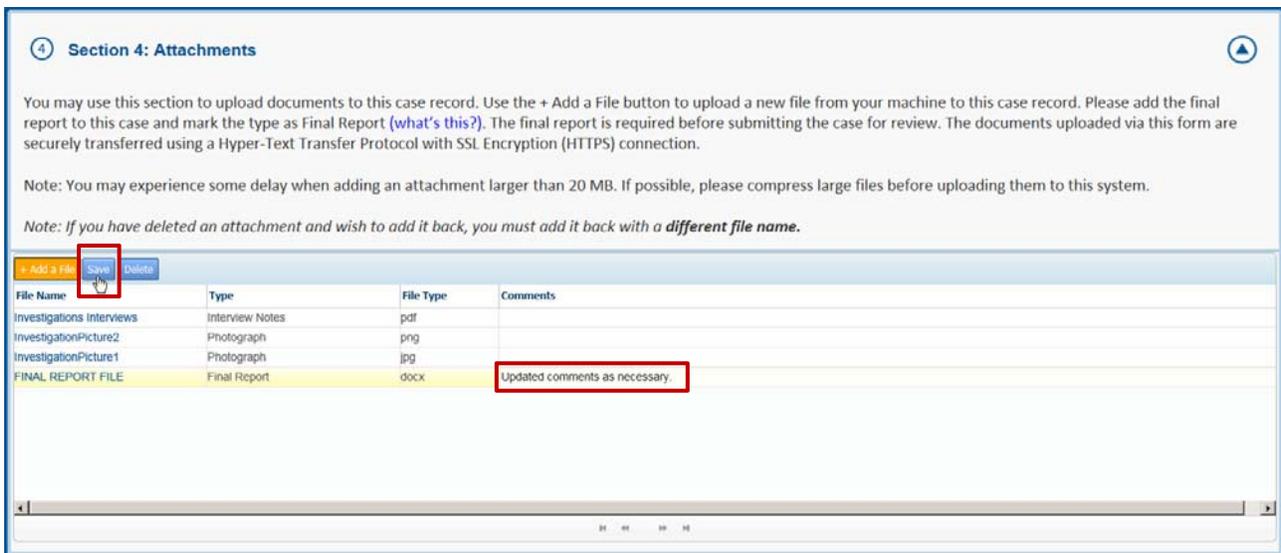
- The file is successfully added to the case record with all fields populated. Repeat steps one through four to add additional documents as warranted.



C. Editing File Information

The Type and Comments fields for files attached to the case record can be edited prior to submission.

- Click in the **Comments** field of an attachment and change the text, then **Click Save**.

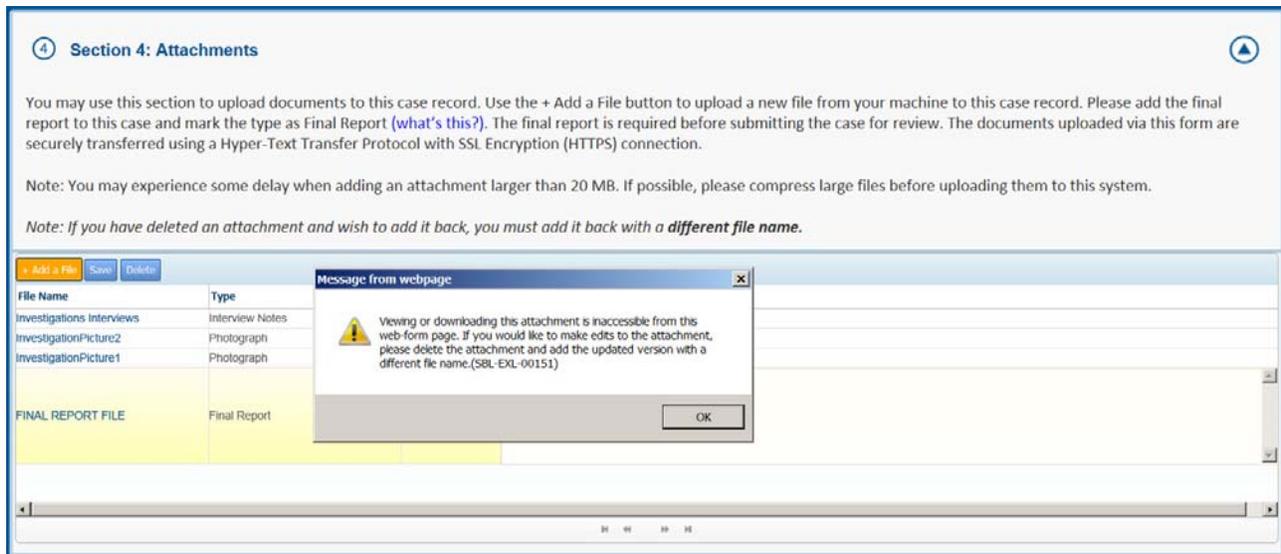


D. Deleting Files

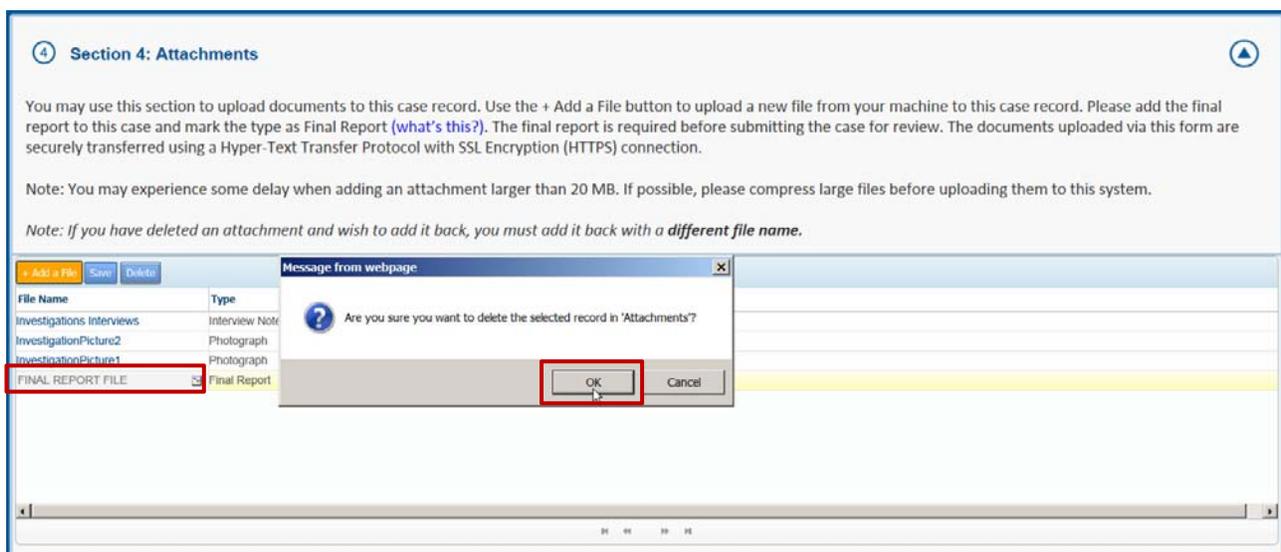
Files attached to the case record can be deleted at any time prior to the submission of the completed WSIR web form. Attachments cannot be viewed or downloaded.

If you need to make edits to an attachment delete the file and add an updated version *with a different file name*.

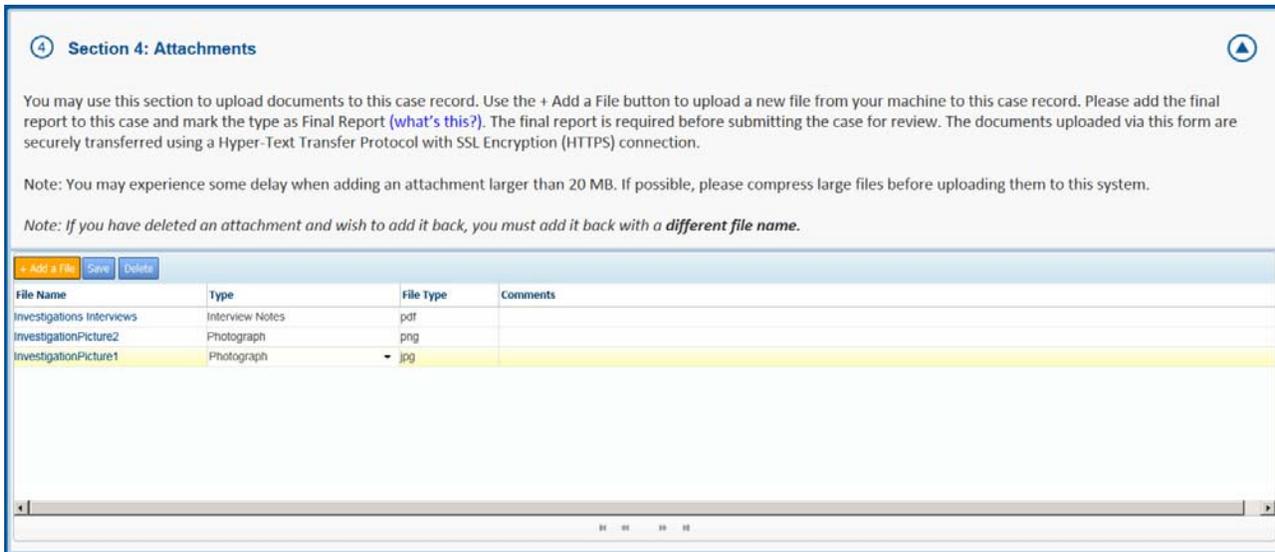
1. **Clicking** on a file name will display a pop-up window error message indicating that attached files cannot be accessed from the WSIR web form.



2. To delete an attached file **Click in** the file name field, then **Click** the **Delete** button. A confirmation **Message from webpage** pop-up will display, **Click OK**.



3. The previously selected file is deleted.



4 Section 4: Attachments

You may use this section to upload documents to this case record. Use the + Add a File button to upload a new file from your machine to this case record. Please add the final report to this case and mark the type as Final Report ([what's this?](#)). The final report is required before submitting the case for review. The documents uploaded via this form are securely transferred using a Hyper-Text Transfer Protocol with SSL Encryption (HTTPS) connection.

Note: You may experience some delay when adding an attachment larger than 20 MB. If possible, please compress large files before uploading them to this system.

Note: If you have deleted an attachment and wish to add it back, you must add it back with a **different file name**.

+ Add a File Save Delete

File Name	Type	File Type	Comments
Investigations Interviews	Interview Notes	pdf	
InvestigationPicture2	Photograph	png	
InvestigationPicture1	Photograph	jpg	

Note: If you have deleted an attachment and wish to add it back, you must add it back with a different file name.

Section 7 – Summary

In this section the following topics were reviewed:

- Attaching the required final report
- Adding other documents as warranted
- Deleting attached documents and editing available information fields

The next section, *Section 8: Review and Submit*, will review the final steps to submit the completed WSIR web form.

Section 8: Review & Submit

Introduction

The final step in the WSIR web form process is to review the previously entered information and submit the form for review.

The WSIR web form should be carefully reviewed prior to submission. Verify all available investigation information and documentation has been added to the case record. Although an error message will display if a required field or document is not included, provider investigators should make every effort to include *all* available details and documents.

A. Review

Verify all available case investigation information has been entered, which includes:

- **Section 1: Case Summary**
 - County of incident (required)
 - Law enforcement involvement comments (optional)
 - Recommended corrective or preventative actions (optional)
- **Section 2: Contacts**
 - Victim, Suspect, Investigator, Director or CEO/President, and Personal Representative *or* Self Advocate checked (required)
 - Witness and Other (optional)
- **Section 3: Offenses**
 - Description
 - Date offense occurred (optional)
 - Victim and Suspect (required)
 - *Minimum of one offense record is required*
- **Section 4: Attachments**
 - Final Report (required)
 - Other documents as warranted (optional)

1. Review each section of the WSIR web form carefully. Add, edit, or delete information and documentation as necessary.



For the Protection of People with Special Needs

[Help?](#)
Log out from this Case

Section 1: Case Summary

Instructions: Please use this form to update the details of your investigation. As you complete each section, be sure to enter all relevant information and save your progress using the Save button present at the top of each section. When you have completed the form, please review the information thoroughly before clicking the Submit button at the bottom of the page. Once you click the Submit button, the report will be sent to your State Oversight Agency for review and you will no longer be able to access the form.

VPCIR Case Serial Number:

VPCIR Incident Serial Number:

IRMA/NUMIS #:

State Oversight Agency:

County of Incident:

Law Enforcement Incident Comments:

Recommended Corrective or Preventative Actions:

Section 2: Contacts (Individuals involved in the Case)

You may use this section to add individual contacts involved in this case record. Please use the +Add a Contact button to create a new contact, the Save button to save your progress, and the Delete button to delete any contacts that should not belong on this case. To add a new contact to the list, press the +Add a Contact button, then select the Role of Contact. Once a role is selected, the required information for that contact will be highlighted in yellow.

Please follow the below guidelines:

- At least one Suspect (what's this?), one Victim (what's this?), one Director (what's this?) or CEO / President (what's this?), and one Investigator (what's this?) are required. If the Suspect or Victim is unknown, please enter Unknown in the first and last name fields.
- All Victims must either have an associated Personal Representative (what's this?) or be marked as a Self-Advocate (what's this?).
 - To indicate a Personal Representative of the Victim, first create a contact with a Role of Personal Representative and then click on the button inside the Personal Representative field on the Victim contact and select the correct contact.
- If the current address of any contact is unknown, please enter the contact's last known address.

Role of Contact	First Name	Last Name	Mailing Address	Date of Birth	SSN	Home Phone Number	Work Phone Number	Cell Phone Number	Email Address	Personal Representative
Investigator	Duffy	Doe				(202) 222-2222			duffy@doe.com	
CEO / President	Dave	Doe	3 Main St			(111) 111-1111				
Suspect	John	Doe	2 Main St	4/22/1972	XXX-XX-2222				john@doe.com	
Victim	Jane	Doe	1 Main St	12/4/1978	XXX-XX-1111	(123) 456-7890				

Section 3: Offenses

You may use this section to add offenses (what's this?) to this case record. Please add at least one offense record to the case before submission. The offense must have a description, suspect, and victim populated before it can be saved. To add a victim and a suspect to the offense, click on the button inside the Victim Last Name and Suspect Last Name fields to select a victim or suspect contact from the case.

In completing the offense description box, you may reference one of the types of offenses defined in the Social Services Law (e.g., physical abuse, psychological abuse, neglect) or you may just describe the conduct. Examples: "neglect – alleged that staff failed to supervise service recipient" or "physical abuse – staff slapped service recipient" or "alleged that staff member choked service recipient during a restraint" or "staff member called service recipient a derogatory name" or "staff punched service recipient." As appropriate, more than one offense should be included in the offense section before submission.

Description	Date Offense Occurred	Victim Last Name	Victim First Name	Suspect Last Name	Suspect First Name
Offense details	12/12/2014 12:00:00 AM	Doe	Jane	Doe	John

Section 4: Attachments

You may use this section to upload documents to this case record. Use the + Add a File button to upload a new file from your machine to this case record. Please add the final report to this case and mark the type as Final Report (what's this?). The final report is required before submitting the case for review. The documents uploaded via this form are securely transferred using a Hyper-Text Transfer Protocol with SSL Encryption (HTTPS) connection.

Note: You may experience some delay when adding an attachment larger than 20 MB. If possible, please compress large files before uploading them to this system.

Note: If you have deleted an attachment and wish to add it back, you must add it back with a **different file name**.

File Name	Type	File Type	Comments
FINAL REPORT FILE	Final Report	docx	Comments

Section 5: Review & Submit

Please review the information provided above. You will not be able to submit the case without the following required information:

- In Section 1: County of Incident is required.
- In Section 2: At least one individual with each of the following roles is required: Suspect, Victim, Investigator, and either Director or CEO / President.
- In Section 2: Each victim on the case must have a personal representative contact indicated in the personal representative field, unless the victim is marked as a self-advocate or is Unknown.
- In Section 3: At least one offense is required.
- In Section 4: At least one attachment with the type of Final Report is required.

Once you have reviewed the case, please check the checkbox below to indicate that you have conducted the review and click the Submit button below to submit the case. Upon clicking the Submit button you will not be able to access the form for any further updates. If your State Oversight Agency or the Justice Center requires additional information, you may be contacted via email and asked to provide additional investigation details. All the information entered via this form is secured using a Hyper-Text Transfer Protocol with SSL Encryption (HTTPS) connection.

Thank you for your cooperation and assistance in this investigation.

I recognize that once this form is submitted, I will no longer be able to submit additional updates to the investigation case via this online webform. I certify that the information provided on this form is accurate to the best of my knowledge.*

Note: You will receive a confirmation email upon successfully submitting this report. The email will be sent to the email address you entered on the authorization page. Upon clicking Submit, please check your email to ensure the web-form was successfully submitted.

Submit
Log Out and Submit Later

2. If desired, **Log Out and Submit Later** button to log out of the WSIR web form without submitting the case information. Log in again later submit the completed web form.

Section 5: Review & Submit

Please review the information provided above. You will not be able to submit the case without the following required information:

1. In Section 1: County of Incident is required.
2. In Section 2: At least one individual with each of the following roles is required: Suspect, Victim, Investigator, and either Director or CEO / President.
3. In Section 2: Each victim on the case must have a personal representative contact indicated in the personal representative field, unless the victim is marked as a self-advocate or is Unknown.
4. In Section 3: At least one offense is required.
5. In Section 4: At least one attachment with the type of Final Report is required.

Once you have reviewed the case, please check the checkbox below to indicate that you have conducted the review and click the Submit button below to submit the case. Upon clicking the Submit button you will not be able to access the form for any further updates. If your State Oversight Agency or the Justice Center requires additional information, you may be contacted via email and asked to provide additional investigation details. All the information entered via this form is secured using a Hyper-Text Transfer Protocol with SSL Encryption (HTTPS) connection.

Thank you for your cooperation and assistance in this investigation.

I recognize that once this form is submitted, I will no longer be able to submit additional updates to the investigation case via this online webform. I certify that the information provided on this form is accurate to the best of my knowledge.*

Note: You will receive a confirmation email upon successfully submitting this report. The email will be sent to the email address you entered on the authorization page. Upon clicking Submit, please check your email to ensure the web-form was successfully submitted.

Submit **Log Out and Submit Later**

B. Submit

1. Click the **Checkbox** in **Section 5: Review and Submit** adjacent to the confirmation statement: *“I recognize that I will no longer be able to submit additional updates to the investigation case via this online webform. I certify that the information provided on this form is accurate to the best of my knowledge.”* **Click Submit.**

Section 5: Review & Submit

Please review the information provided above. You will not be able to submit the case without the following required information:

1. In Section 1: County of Incident is required.
2. In Section 2: At least one individual with each of the following roles is required: Suspect, Victim, Investigator, and either Director or CEO / President.
3. In Section 2: Each victim on the case must have a personal representative contact indicated in the personal representative field, unless the victim is marked as a self-advocate or is Unknown.
4. In Section 3: At least one offense is required.
5. In Section 4: At least one attachment with the type of Final Report is required.

Once you have reviewed the case, please check the checkbox below to indicate that you have conducted the review and click the Submit button below to submit the case. Upon clicking the Submit button you will not be able to access the form for any further updates. If your State Oversight Agency or the Justice Center requires additional information, you may be contacted via email and asked to provide additional investigation details. All the information entered via this form is secured using a Hyper-Text Transfer Protocol with SSL Encryption (HTTPS) connection.

Thank you for your cooperation and assistance in this investigation.

I recognize that once this form is submitted, I will no longer be able to submit additional updates to the investigation case via this online webform. I certify that the information provided on this form is accurate to the best of my knowledge.*

Note: You will receive a confirmation email upon successfully submitting this report. The email will be sent to the email address you entered on the authorization page. Upon clicking Submit, please check your email to ensure the web-form was successfully submitted.

Submit **Log Out and Submit Later**

2. If any of the required information or documentation is not included, or the checkbox next to the information message is not selected, an error message will display.
Enter the missing required information.

I recognize that once this form is submitted, I will no longer be able to submit additional updates to the investigation case via this online webform. I certify that the information provided on this form is accurate to the best of my knowledge.*

You must agree to the terms above in order to submit this form.

Note: You will receive a confirmation email upon successfully submitting this report. The email will be sent to the email address you entered on the authorization page. Upon clicking Submit, please check your email to ensure the web-form was successfully submitted.

Section 1 - Case Summary:

1. In the Case Summary section, please select the **County of Incident**.

Section 2 - Contacts (Individuals Involved in Case):

1. In the Contacts section, please enter a contact with a role of **Suspect**. If the suspect is unknown, enter Unknown in the first and last name fields.
2. In the Contacts section, please enter a contact with a role of **Director OR CEO / President**.
3. In the Contacts section, please enter a contact with a role of **Investigator**.

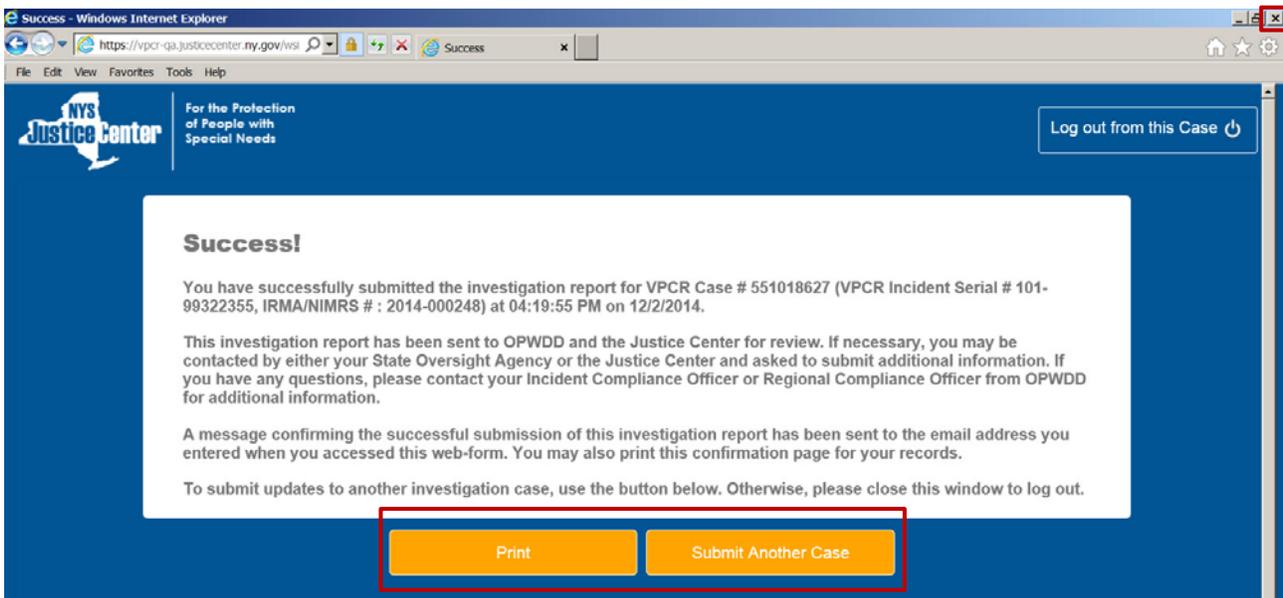
Section 3 - Offense:

1. In the Offenses section, please enter at least one **Offense** and populate Description, Suspect Last Name, and Victim Last Name. To populate Suspect Last Name or Victim Last Name, click on the button inside the Suspect Last Name or Victim Last Name field and select the appropriate suspect or victim contact. Note that to associate a suspect or a victim to an offense, a suspect or a victim must already be created as a contact record.

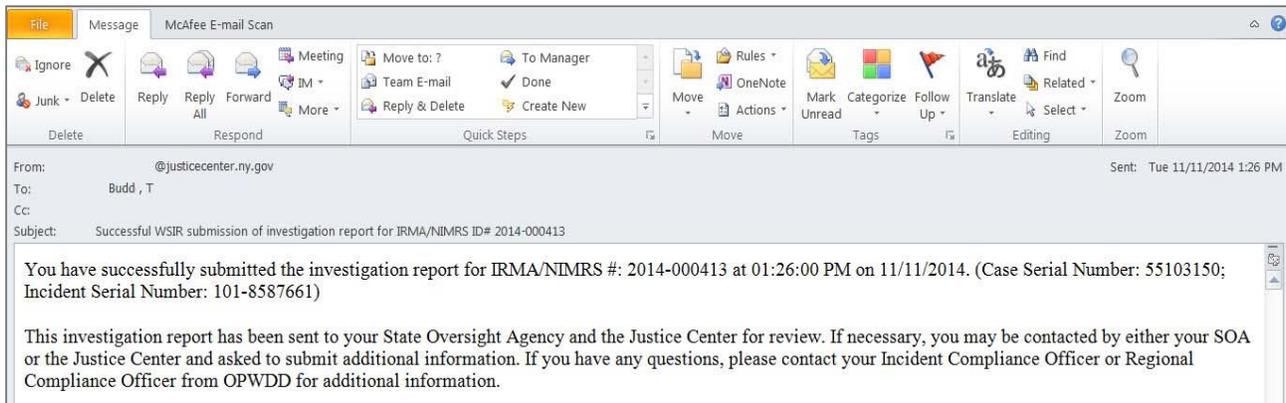
Section 4 - Attachment:

1. In the Attachments section, please enter at least one attachment with a type of **Final Report**.

3. If all required information has been entered, and the check box is selected, the successful submission confirmation page displays.
 - a. **Click the Print** button if you would like to print the confirmation page for your records.
 - b. **Click the Submit Another Case** button to submit information for another case.
 - c. **Click the X** in the upper right corner of your browser to close the WSIR web form window.



4. An email confirmation is sent upon successfully submitting the WSIR web form to the email address entered at log in. Check your email to ensure the web form was successfully submitted.



C. After Submission

After successfully submitting the WSIR web form you will not be able to access the form to make any further updates to the case investigation information or documentation.

Please contact your SOA representative (Incident Compliance Officer or Regional Compliance Officer for OPWDD, or for OMH the contact that assigned the investigation) if you need to change or add information or documentation.

If your affiliated SOA or Justice Center staff requires additional information you may be contacted via email and asked to provide additional investigation details.

Section 8 – Summary

In this section the following topics were reviewed:

- Reviewing information added to the web form
- Submitting the WSIR webform
- Possible updates after submission

Appendix A

Web Submission of Investigation Reports (WSIR) Quick Reference

Please refer to the next page for a two-page quick reference card that how to complete the WSIR web form.

Web Submission of Investigation Reports (WSIR) Quick Reference

This *Quick Reference* summarizes how to complete the WSIR web form. The sections are shown in the order you will see them when you log in to the WSIR web form. Required and optional fields are listed for each section. In this reference, the **highlighted** fields in the images show examples of how to complete the required fields (the fields are not highlighted in the actual WSIR web form). The WSIR web form cannot be submitted until all required fields are completed. If any required information is missing, the web form will display a message to identify the fields that must be updated.

Notes on Using the WSIR Web Form

- You do not have to complete the web form at one time. Click the **Log Out and Submit Later** or **Log out from this Case** buttons to save your data and log out of the WSIR. When you log in again, the web form will contain the information you previously entered.
- Required fields are identified by an asterisk (*).
- When you enter information in a row, the column headings above the required fields will be highlighted in yellow in the web form.
- The WSIR web form provides help for each section. To access this information, click on the  icon, the **(what's this?)** link, or the **Help?** button.
- To enhance your user experience, use Google Chrome™ or Microsoft® Internet Explorer® 9 as your internet browser.
- If you do not already have an NY.gov ID, go to <https://my.ny.gov>

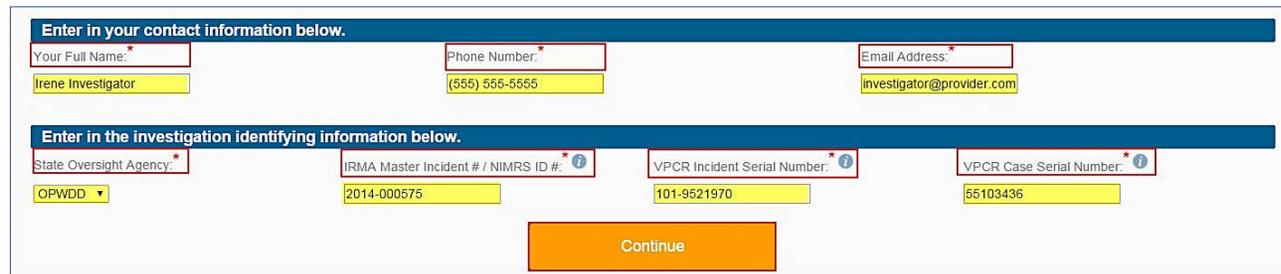
Sign in to My NY.gov Online Services

- Required *** Username
 Password



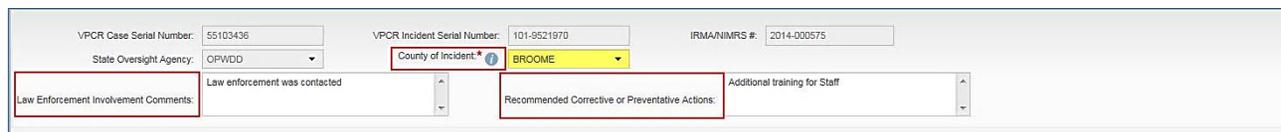
WSIR Welcome Screen

- Required *** Your Full Name
 Phone Number
 Email Address
 State Oversight Agency
 IRMA Master Incident # / NIMRS ID #
 VPCR Incident Serial Number
 VPCR Case Serial Number



Section 1: Case Summary

- Required *** County of Incident
- Optional** Law Enforcement Involvement Comments
 Recommended Corrective or Preventative Actions




Section 2: Contacts

- Required ***
- Victim
 - Suspect
 - Investigator
 - Director or CEO/President
 - Personal Representative
- Optional**
- Witness
 - Other

Role of Contact	First Name	Last Name	Mailing Address	Date of Birth	SSN	Home Phone Number	Work Phone Number	Cell Phone Number	Email Address	Personal Representative	Self-Advocate
Director	Daria	Director	161 Delaware Ave								
Investigator	Irene	Investigator					(555) 555-5555		investigator@provider.com		
Personal Representative	Rory	Representative	161 Delaware Ave								
Suspect	Stephen	Suspect	161 Delaware Ave	5/10/1987	XXX-XX-6789						
Victim	Unknown	Unknown									
Victim	Veronica	Victim	161 Delaware Ave							Representative	
Victim	Victoria	Victim	161 Delaware Ave								<input checked="" type="checkbox"/>

- Notes**
- When you add a Contact, the column headings *above* the fields that must be completed for that Role are highlighted in yellow.
 - If you identify a Victim as being a **Self-Advocate**, you do not have to add a Personal Representative.
 - If you specify "Unknown" in the **First Name** and **Last Name** fields for a Victim or Suspect, no additional information is required.

Section 3: Offenses

- Required ***
- You must add at least one offense
 - Description
 - Victim Last Name
 - Suspect Last Name
- Optional**
- Date Offense Occurred

Description	Date Offense Occurred	Victim Last Name	Victim First Name	Suspect Last Name	Suspect First Name
Suspect hit another Victim in the cafeteria	12/1/2014 12:00:00 AM	Victim	Victoria	Suspect	Stephen
Suspect hit Victims in the cafeteria	12/1/2014 12:00:00 AM	Victim	Veronica	Suspect	Stephen

Section 4: Attachments

- Required ***
- You must attach a Final Report file
 - File Name
 - Type (Final Report)
- Optional**
- Comments
 - Type (Any other value)
- Note** You may also attach other types of files, if appropriate.

File Name	Type	File Type	Comments
final_report	Final Report	docx	Final report about the investigation
my_notes	Interview Notes	docx	Notes made while speaking with various Contacts

Section 5: Review & Submit

- Required ***
- Review the information you entered in the web form
 - Read the confirmation statement
 - Click on the check box
 - Click Submit
 - Review the *Successful WSIR submission of investigation report* email sent to the Email Address entered in the WSIR Welcome Screen

I recognize that once this form is submitted, I will no longer be able to submit additional updates to the investigation case via this online webform. I certify that the information provided on this form is accurate to the best of my knowledge.*

Note: You will receive a confirmation email upon successfully submitting this report. The email will be sent to the email address you entered on the authorization page. Upon clicking Submit, please check your email to ensure the web-form was successfully submitted.

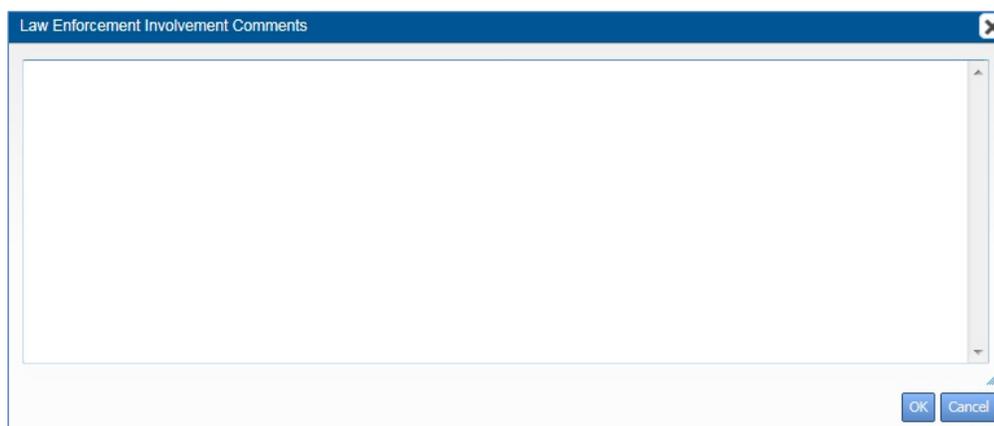


Appendix B: Chrome and Internet Explorer 9

This appendix presents the primary examples of when utilizing Chrome as a web browser would produce a different user experience as compared to the same actions using Internet Explorer (IE) version 9.0.

1. Refreshing the web page on the **Case Updates** screen in IE will return users to the **Case Authorization** page, in Chrome users will remain on the **Case Updates** screen.
2. The **Comments** fields on the **Case Updates** screen will display vertical scroll bars in IE, no scroll bars are displayed in Chrome.

IE

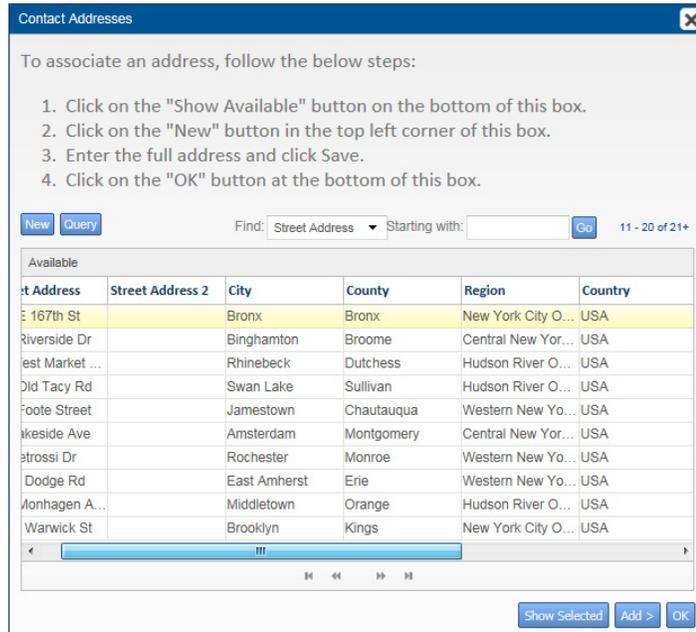


Chrome

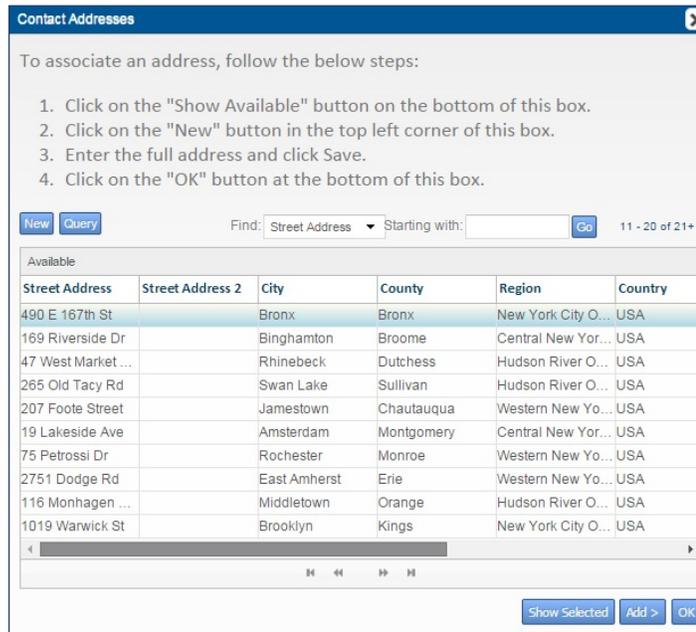


3. The horizontal scrollbar for the **Contact Addresses** pop-up window is blue for IE, dark grey in Chrome.

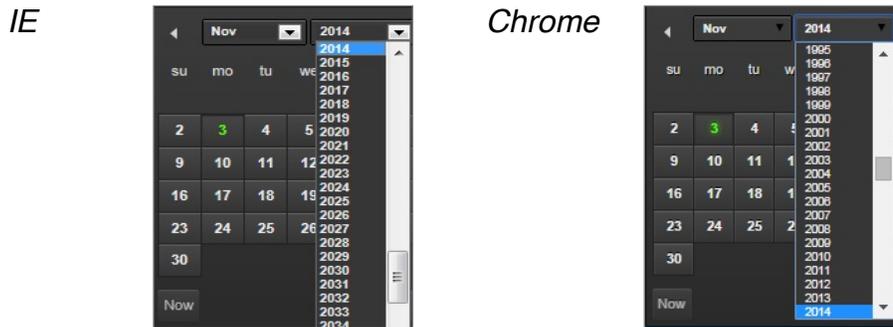
IE



Chrome



- The downward arrows for **Month** and **Year** in the date selection pop-up window appear differently in IE and Chrome.



- The selected row for any contact record is displayed in blue in Chrome whereas in IE the selection is highlighted with orange.

IE

+ Add a Contact Save Delete					
Role of Contact	First Name	Last Name	Mailing Address	Date of Birth	SSN
Victim	Unknown	Unknown	490 E 167th St	11/3/2014	XXX-XX-4444
Director	test	direc	293 Genesee St		
Investigator	test	inves			

Chrome

+ Add a Contact Save Delete					
Role of Contact	First Name	Last Name	Mailing Address	Date of Birth	SSN
Victim	Unknown	Unknown	490 E 167th St	11/3/2014	XXX-XX-4444
Director	test	direc	293 Genesee St		
Investigator	test	inves			

- The horizontal scrollbar on the contact section in IE is present but does not allow the user to shift to the fields to the right side of the active window, the scrollbar works properly in Chrome.

IE

Role of Contact	First Name	Last Name	Mailing Address	Date of Birth	SSN	Home Phone Number	Work Phone Number	Cell Phone Number	Email Address	Personal Representative	Self-Advocate
Victim	Unknown	Unknown	490 E 167th St	11/3/2014	XXX-XX-4444	(777) 777-7777					<input checked="" type="checkbox"/>
Director	test	direc	293 Genesee St								
Investigator	test	inves				(123) 456-7890			a@a.a		

Chrome

Role of Contact	First Name	Last Name	Mailing Address	Date of Birth	SSN	Home Phone Number	Work Phone Number	Cell Phone Number	Email Address	Personal Representative	Self-Advocate
Victim	Unknown	Unknown	490 E 167th St	11/3/2014	XXX-XX-4444	(777) 777-7777					<input checked="" type="checkbox"/>
Director	test	direc	293 Genesee St								
Investigator	test	inves				(123) 456-7890			a@a.a		

Appendix C

Create and Upgrade an NY.gov ID Account

Please refer to the next page for a one-page quick reference guide with instructions on how to create and/or upgrade a NY.gov ID account.

Create and Upgrade your NY.gov Account



Service providers affiliated with the NYS Office for People with Developmental Disabilities (OPWDD) and the NYS Office of Mental Health (OMH) will submit investigation information electronically through an internet-accessible online application called the Web Submission of Investigation Report (WSIR).

To access WSIR, service provider staff must have a NY.gov personal account upgraded to a higher security level through NYS Department of Motor Vehicles (DMV). The instructions below provide detailed instructions for the self-registration and upgrade process.

For assistance, please contact the NYS DMV at: 518-486-9786; Monday – Friday; 8 AM – 4 PM

BEFORE YOU BEGIN!

If you have previously utilized online services from NYS agencies, please follow the instructions in this section.

- NYS DMV – STOP HERE – Your NY.gov ID is already upgraded and you can utilize the NYS Justice Center WSIR Application
- NYS Tax, NY State of Health, NYS Labor or NYS Learning Management – Your NY.gov ID is established but will need to be upgraded – proceed to PART 2 – Step #1.

If you have forgotten your username or password, please use the self-service tools on the <https://my.ny.gov> main portal page.
Remember to enter the email used at the time you signed up for previous NYS online services.

Part 1: Create a NY.gov account

1. Go to the <https://my.ny.gov> main portal page
 2. Click on the **Don't have an account** to sign up for a NY.gov account
 3. At the next screen, click the **Personal** Account type
 4. At the next screen, click **Sign up for a Personal NY.gov ID**
 5. At the next screen, enter the required information:
 - a. **First Name**
 - b. **Last Name**
 - c. **Email**
 - d. **Confirm Email**
 - e. **Preferred User Id** – Select **Check**; if the ID is already in use you will be prompted to select another option
 - f. **Captcha** (enter characters as displayed in the associated image; Refresh  for a new code)
 6. Click **Create Account**
-
7. The NY.gov system will check to see if you may already have an account
 - a. If the system finds an account(s), the number of NY.gov matching accounts will be shown.
 - b. Check the Account Type column
 1. **PERSONAL** - Click **Email me the Username(s)**. You do **NOT** need to create a new PERSONAL NY.gov ID. Check your email and proceed to Part 2 – Step #1
 2. **GOVERNMENT** or **EMPLOYEE** or if no matching accounts are found, click **Continue** to confirm the information provided in Step 5.
 - c. Click **Finish**
-
8. Check your email for the Activation or Reminder message from **Ny.govld@its.ny.gov**
 - a. Click the link in the email to activate your NY.gov account
 9. NY.gov will now open and prompt you to establish 3 Shared Secret Questions. These will allow you to use the self-service password reset in the future. Click **Continue** to save your responses.
 10. At the confirmation screen, click **Continue**
 11. At the Password Change screen, set a new password. Click **Set Password** to save your changes, click **Continue**
 12. At the successful activation screen, **close your internet browser screens.**

Part 2: Upgrade a NY.gov account

*In order to upgrade a NY.gov account online, you **MUST** have a NYS Department of Motor Vehicles photo identification.*

*If you do **NOT** have a NYS DMV photo identification, please contact techinfo@justicecenter.ny.gov*

1. **Sign In** at the <https://my.ny.gov> main portal page
2. At the Services screen, locate MyDMV – Motor Vehicles Online. If MyDMV is listed under:
 - a. **You have access to the following services** – **STOP HERE** – Your NY.gov ID is already upgraded and you can utilize the NYS Justice Center WSIR Application.
 - b. **You can sign up for the following services** – Click the **MyDMV** button to continue
3. At the Registration page, enter the required information which must match what you currently have on file with the DMV.
 - a. Online HELP: **Frequently Asked Questions** (located at the top right of the MyDMV Registration page) or click the  icon for specific help
 - b. Click the checkbox to **Accept the Terms of Service**
 - c. **Captcha** (enter characters as displayed in the associated image; Refresh  for a new code)
 - d. Click **Submit**
4. At the Thank You page, **close your internet browser screens.**
5. Check your email for the Activation message from:
no-reply-MyDMV@dmv.ny.gov
 - a. Click the link in the email to complete the MyDMV account registration

CONGRATULATIONS!

You have completed the setup of your NY.gov username and password and can now utilize the NYS Justice Center WSIR application.

For WSIR questions, please contact the Justice Center at: 518-549-0240 or techinfo@justicecenter.ny.gov