

HCSIS Frequently Ask Questions

Investigations

What is Investigations?

The Investigations module tracks and maintains complaints of abuse or mistreatment reported to DPPC.

What is the general process for Investigations?

- Initial Allegation of abuse or mistreatment is reported to DPPC
- DMR reviews Allegation
- DMR Investigations creates case and selects disposition
- IPS (Investigations Processing System) reads data from HCSIS and DMR Area Office/Facility sends out letters generated from IPS
- DMR Investigations and Area Office/Facility complete the appropriate documents for the disposition

What are some of the keys terms used in Investigations?

- Key Terms
 - **Intake:** The document issued by the DPPC that contains the allegation of Abuse or Mistreatment or both.
 - **Screened In/Out:** A determination made by DPPC Intake officers regarding an Intake that alleges an incident or condition has (Screened In) or has not (Screened Out) resulted in serious physical or emotional injury to a DMR eligible individual. A Screened In Intake must be assigned for investigation.
 - **Initial Response:** Information required within 10 days of assignment of the Intake of DMR Investigations by the DPPC on Screened In Intakes. Among other information, the Initial Response will include any protective services implemented in the matter.
 - **Allegation:** A report of abuse, neglect, mistreatment, or omission that is reported to DPPC.
 - **Disposition:** A determination made by the DMR Senior Investigator regarding the appropriate process through which an Intake will be handled.
 - **Investigation:** A formal investigation of an allegation, conducted by an Investigator from DMR, DPPC, or another agency.
 - **Administrative Review:** A review of an allegation conducted at an Area Office or Facility.
 - **Action Plan/Resolution:** A listing of actions to be completed by various parties. Actions are listed by the Area Office/Facility.

Resolution is the term used for an listing of actions that cannot be appealed.

- **IPS:** DMR Investigation Processing System, used primarily by Area Office and Facility staff to generate letters to the Parties to the Complaint about the case.
- **Title 19 Forms:** Forms which must be filled in by the Facility if a allegation is alleged to have involved a DMR facility.
- **Alleged Victim (ALV):** The individual served by DMR who is identified as the alleged victim of abuse.
- **Alleged Abuser (ALAB):** The individual who is identified as the alleged abuser. This individual is not served by DMR.
- **Other Individual (OI):** The identity of another individual served by DMR involved in a client to client incident, as it pertains to this allegation.
- **Reporter:** The individual who reported the allegation.

What are the Investigations Disposition types?

Disposition	Definition
Administrative Review	The process through which a complaint can be resolved through the Regional Director, Assistant Commissioner for facilities, or their designees.
Administratively Closed - No Disposition	This occurs when an Intake is received where the individual involved is not served by the DMR.
Defer to Law Enforcement - DMR to Investigate	The Disposition made on an Intake that alleges suspected criminal conduct that is being investigated by law enforcement while the DMR civil investigation is stayed until the completion of the criminal investigation.
Defer to Law Enforcement - DPPC to Investigate	The Disposition made on an Intake that alleges suspected criminal conduct that is being investigated by law enforcement while the DPPC civil investigation is stayed until the completion of the criminal investigation.
Defer to Law Enforcement (Tracking Only)	The Disposition made on an Intake that alleges suspected criminal conduct by a non-caretaker that is being investigated by law enforcement. There will not be any civil investigation but the matter will be monitored as it proceeds through the criminal justice system.
Dismissed	A Disposition assigned to an Intake where the allegation is clearly impossible on its face; the allegation was previously investigated or were the subject of an administrative review and no new facts or evidence has materialized; or the matter alleged is not within the scope of 115CMR9.05.
DMR to Investigate	This is when an Intake has been assigned to the DMR

	Investigations Division to investigate pursuant to M.G.L.c 19C, or 115 DMR 9, or both.
DPPC to Investigate	This is when an Intake has been assigned to the DPPC Investigators to investigate pursuant to MGL c19C.
No Dispute to the facts	A Disposition assigned to an Intake where no dispute to a material fact exists.
Refer to Other Agency	A Disposition assigned an Intake where the DMR Investigations Division lacks jurisdiction over the alleged victim or the locus of the allegation.
Resolved Fairly and Efficiently	A Disposition assigned to an Intake where the matter may be resolved fairly and efficiently within five business days.

[Why did I get an Investigations Alert? \(Region/Area\)](#)

A linked ALV to one of the intakes in the case is associated to your Region/Area

[How do I navigate to view the DPPC intake or a Disposition letter?](#)

Go to Notices or Printable Summaries to see the information you are looking for.

[Why do I receive a 'No access' type message when I click an Alert?](#)

The alert directs the user to the data entry screen that you do not have access to. You should go to Notices or Printable Summaries to see the information you are looking for.

[What do I do if I have a document that indicates it was generated outside of HCSIS?](#)

See the Senior Investigator (Investigations documents) or Area Office (Action Plans, etc) for the document.

[A Provider cannot see an Investigation Case, why is this?](#)

The Investigations case must be linked to the provider.

[Why are there no guardians listed for an ALV when I know the ALV has guardians?](#)

Guardians come from the Legal Screen in Meditech and requires contacting the Legal Office of the specify Area to correct the Guardian entry in Meditech.

[Why does an Investigation Case appear multiple times on the Process Management Screen?](#)

One entry has case status; the other entry has intake status.

Why does an Area Office receive an Alert for an ALV that is not associated with their Area Office?

The case has multiple ALVs and only the 1st ALV appears on the Alert.

When I open a finalized document it appears blank?

It was a dummy document created at conversion.