



## Central Office Quick Guide

### Assign a new Intake to an Investigative Office using Alerts

**Screen Name:** Pending Alerts

**Steps:**

1. Click Home
2. Click Alerts
3. Click on the “A new Intake has been received from DPPC” link

Central Office Alert	
<b>Alert Subject/Title</b>	A new Intake has been received by DPPC.
<b>Alert Trigger</b>	User enters the date of the decision letter.
<b>Hyperlink Destination</b>	DPPC Intake Information screen
<input type="checkbox"/>	03/23/2007 New Intake Received <a href="#">A new Intake has been received from DPPC.: Intake# : 1317;</a>

**Screen Name:** DPPC Intake Information

**Steps:**

4. Scroll to the bottom of the DPPC Intake Information screen
5. Choose an Investigative Office from the drop down
6. Click Assign

### DPPC Intake Information Screen

<b>Alleged Victim Guardian Information</b>	
First Name:	GREG
Last Name:	JONES
Street:	
City:	
State:	MA
Zip Code:	
Phone Number:	
<b>Assign Intake</b>	
Investigative Office:	<input type="text" value=""/>
<input type="button" value="Assign"/>	
<input type="button" value="Continue"/>	

**Note:**

In the following sections, clicking QM > Investigations will redirect the user to the Case Search screen. Once a case has been loaded, the user may skip these steps and start with the step after “Click Investigations.”

**To Create a Case**

**Screen Name:** Involved Parties

**Steps:**

1. Click QM
2. Click Investigations
3. Click Involved Parties
4. Link the Alleged Victim (and any other known Involved Parties)
5. Link the Provider
6. Click the Create New Case button

**Involved Parties Screen**

Health and Human Services

HOME QM ADMIN TOOLS
Mass.Gov Home Help

HCR | IM | Death Reporting | NCI | Investigations | Reports  
 Data Entry | Intake | Initial Response | Involved Parties | Case Assignment | Process Management | Printable Summary | Notices

QM > Investigations > Involved Parties > Involved Parties

Search

DPPC Intake Information	DPPC Intake Number: 1316-1	Intake Date: 02/26/2007
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**Involved Parties**

Name:	Gender:	DOB:	Intake Participant Type:	Intake Status:
<input type="radio"/> SMITH, JOHN	Male	10/10/1910	Alleged Victim	<a href="#">Linked - View Case History</a> <a href="#">View Incident History</a>
<input type="radio"/> MORRIS, JOE			Alleged Abuser	<a href="#">Linked - View Case History</a>
<input type="radio"/> JONES, BRIAN			Alleged Abuser	<a href="#">Linked - View Case History</a>
<input type="radio"/> JONES, ROGER			Reporter/Complainant	<a href="#">Linked - View Case History</a>

**Provider Information**

Provider Name:	Type Of Service:	Responsible Site:	Location Of Abuse:	Intake Status:
<input type="radio"/> COMMUNITY LIVING ASSOCIATION	RESIDENTIAL AND DAY PROGRAM	1 MAIN ST, BELMONT, MA	1 MAIN ST, BELMONT, MA	Linked

**To Enter Nature of Allegation**

Once a disposition has been created, the Nature of Allegation can be entered.

**Screen Name:** Switchboard

**Steps:**



1. Click QM
2. Click Investigations
3. Click Data Entry
4. Click Create under the Nature of Allegation header

**Screen Name:** Nature of Allegation

**Steps:**

5. Check a box or boxes next to the appropriate Nature of Allegation
6. Click Save and Continue

## View and Print the Decision Letter

**Screen Name:** Pending Alerts

**Steps:**

1. Click Home
2. Click Alerts
3. Click “A Decision Letter has been issued by Investigations” hyperlink

Central Office Alert	
<b>Alert Subject/Title</b>	A Decision Letter has been issued by Investigations.
<b>Alert Trigger</b>	User enters the date of the decision letter.
<b>Hyperlink Destination</b>	Investigations Notices
<input type="checkbox"/>	03/23/2007 Decision Letter Issued <span style="float: right;">A Decision Letter has been issued by Investigations.; Log# : 05-FWDC-07-0050; Alleged Victim Name : Clients At; DOB : ; Additional ALV : Yes;</span>

**Screen Name:** Notices

**Steps:**

4. Click View Report
5. Click Open or Save

## To Create an Appeal

**Screen Name:** Switchboard

**Steps:**

1. Click QM
2. Click Investigations
3. Click Data Entry
4. Click Create or View/Update under the Appeal header

**Screen Name:** Appeals Process**Steps:**

5. Enter mandatory information
6. Check the boxes next to the appropriate documents to be updated
7. Click Save and Generate Documents if documents need to be updated as a result of the appeal decision

**Appeals Process**

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 QM > Investigations > Data Entry > Appeals Process

Search

Alleged Victim Information	Name: SMITH, JOHN	SSN: XXX-XX-6756	Area/Facility: Wrentham Developmental Ctr
Log#: 01-FWDC-07-0023	DPPC Intake Number: 1316	Investigator: HEATHER, CHAPPELL-MOOSKIAN	Disposition: Defer to Law Enforcement - DMR to Investigate

Date of Appeal:	Date of Decision:	Appeal Findings:
<input checked="" type="radio"/> Appeler, Jonny <div style="text-align: right; font-size: 0.7em;"> <input type="button" value="Add"/> <input type="button" value="Edit/View"/> </div>	03/20/2007	Pending

**Appeals Process**

Appellant's First Name: \*

Appellant's Last Name: \*

Appeal Date (MM/DD/YYYY): \*

Agency handling the Appeal: \*

Decision Date (MM/DD/YYYY):

Party to the Complaint: \*

Appeal Findings: \*

Comments:

Documents To Be Updated:

Action Plan/Resolution  
 Investigation Checklist  
 Investigation Report

Reset Save Check Spelling
Save And Generate Documents
Save And Continue

**To View and Print an Investigation Report****Screen Name:** Notices**Steps:**

1. Click QM
2. Click Investigations
3. Click Notices
4. Click Investigation Report



5. Click View Report
6. Click Open or Save

## Required Documents for each Disposition

Disposition	Required Documents
Administrative Review	<ul style="list-style-type: none"> <li>• Administrative Review</li> <li>• Action Plan/Resolution</li> </ul>
Defer to Law Enforcement - DMR To Investigate	<ul style="list-style-type: none"> <li>• Criminal Case Log</li> <li>• Investigation Report</li> <li>• Investigation Checklist</li> <li>• Action Plan/Resolution</li> <li>• Decision Letter</li> </ul>
Defer to Law Enforcement - DPPC to Investigate	<ul style="list-style-type: none"> <li>• Investigation Checklist</li> <li>• Action Plan/Resolution</li> <li>• Criminal Case Log</li> <li>• Decision Letter</li> </ul>
Defer to Law Enforcement (Tracking Only)	<ul style="list-style-type: none"> <li>• Criminal Case Log</li> </ul>
Dismissed	<ul style="list-style-type: none"> <li>• Only Disposition and Nature of Allegation</li> </ul>
DMR to Investigate	<ul style="list-style-type: none"> <li>• Investigation Report</li> <li>• Investigation Checklist</li> <li>• Action Plan/Resolution</li> <li>• Decision Letter</li> <li>• Initial Response (for Screened In cases)</li> </ul>
DPPC to Investigate	<ul style="list-style-type: none"> <li>• Investigation Checklist</li> <li>• Action Plan/Resolution</li> <li>• Decision Letter</li> </ul>
No Disposition – Administratively Closed	<ul style="list-style-type: none"> <li>• Only Disposition required</li> </ul>
No Dispute to the Facts	<ul style="list-style-type: none"> <li>• Investigation Checklist</li> <li>• Action Plan/Resolution</li> <li>• Decision Letter</li> </ul>
Refer to Other Agency	<ul style="list-style-type: none"> <li>• Only Disposition and Nature of Allegation</li> </ul>
Resolved Fairly and Efficiently	<ul style="list-style-type: none"> <li>• Action Plan/Resolution</li> <li>• Decision Letter</li> </ul>



## Printing Information from HCSIS – Where to go

<b>Printable Summary Screen (QM &gt; Investigations &gt; Printable Summary)</b>
DPPC Intake
Investigations Checklist
<b>Investigations Notices List Screen (QM &gt; Investigations &gt; Notices)</b>
Decision Letter
Disposition Letter
Public Log Report
Investigation Report
Redacted Investigation Report
Initial Response Report
Facility Complaint Review and Action Report
<b>Investigations Reports List Screen (QM &gt; Reports &gt; Reports Request)</b>
Action Plan/Resolution Report
Investigations Counts Report
Investigations Outstanding Summary Report
QE Provider Investigation Report