



## Senior Investigator Quick Guide

### To Link Involved Parties and 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**

<b>DPPC Intake Information</b>	<b>DPPC Intake Number: 1316-1</b>	<b>Intake Date: 02/26/2007</b>
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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 a Disposition

**Screen Name:** Switchboard

**Steps:**

1. Click QM
2. Click Investigations
3. Click Data Entry



4. Click Create or Update Disposition under the Disposition header

**Screen Name:** Disposition

**Steps:**

5. Enter mandatory information
6. Click Finalize

## To Assign a Case to an Investigator

For cases with specific Dispositions, an Investigator may need to be assigned.

**Screen Name:** Case Assignment

**Steps:**

1. Click QM
2. Click Investigations
3. Click Case Assignment
4. Choose an Investigator from the Investigator drop down
5. Click Save and Continue

## To Create and Finalize an Initial Response for a Screened In Disposition

**Screen Name:** Initial Response

**Steps:**

1. Click QM
2. Click Investigations
3. Click Initial Response
4. Click Create Initial Response link (if it was already created by the Investigator, the link will read In Progress)
5. Enter all necessary information
6. Click Finalize

## To Create and Submit, Approve, or Finalize an Investigation Report

**Screen Name:** Switchboard

**Steps:**

1. Click QM
2. Click Investigations
3. Click Data Entry



4. Click Create under the Investigation Report header (if it was already created by the Investigator, the link will read In Progress or Submitted)

**Screen Name:** Investigation Report

**Steps:**

5. Enter all necessary Information on all the screens
6. Click Submit, Approve or Finalize

**Note:**

The investigator will submit the Investigation Report

For a Screened In Case, the Senior Investigator will Approve the Investigation Report and then Finalize it after it has been submitted by the Investigator.

For a Screened Out Case, the Senior Investigator will Finalize the Investigation Report after it has been submitted by the Investigator.

## To Create the Investigations Checklist

**Screen Name:** Switchboard

**Steps:**

1. Click QM
2. Click Investigations
3. Click Data Entry
4. Click Create under the Investigations Checklist header

## To Enter the Decision Letter Issued Date

**Note:**

The user can enter the Decision Letter Issued Date after the Investigation Report is finalized.

**Screen Name:** Switchboard

**Steps:**

1. Click QM
2. Click Investigations
3. Click Data Entry
4. Click Create under the Decision Letter Issued Date header
5. Enter the date that the Decision Letter was issued

## To Enter Updates from Law Enforcement – Criminal Case Log

**Screen Name:** Switchboard

**Steps:**



1. Click QM
2. Click Investigations
3. Click Data Entry
4. Click Create under the Criminal Case Log header

## To View Investigations Documents

**Screen Name:** Switchboard

**Steps:**

1. Click QM
2. Click Investigations
3. Click Data Entry
4. Click the View or Finalized links under the specific header

## To View Investigations Notices

**Screen Name:** Notices

**Steps:**

1. Click QM
2. Click Investigations
3. Click Notices
4. Click the hyperlink corresponding to the Investigations Notice you wish to view
5. Enter Log # (not necessary if a case has been loaded)
6. Click View Report
7. Click Open or Save

## To View Reports

**Screen Name:** Report Request

**Steps:**

1. Click QM
2. Click Reports
3. Click Report Request
4. Click the hyperlink corresponding to the Investigations Notice you wish to view
5. Enter mandatory information
6. Enter Log # (not necessary if a case has been loaded)
7. Click View Report
8. Click Open or Save



## Printing Information from HCSIS – Where to go

<b>Printable Summary Screen (QM &gt; Investigations &gt; Printable Summary)</b>
DPPC Intake
Investigation Checklist
<b>Investigations Notices List Screen (QM &gt; Investigations &gt; Notices)</b>
Decision Letter
Disposition Letter
Public Log Report
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

## Dispositions and their Required Documents

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> </ul>



Disposition	Required Documents
	<ul style="list-style-type: none"> <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>

## To View Alerts

**Screen Name:** Pending Alerts

**Steps:**

1. Click Home
2. Click Alerts

A list of all the alerts sent to the Senior Investigator is listed below.

Alert Audience	Alert Subject/Title	Alert Trigger	Hyperlink Destination
Senior Investigator	A new intake has been assigned to your region.	User selects an Investigative Office and clicks Save and Continue on the Case Assignment screen.	Intake Information
Senior Investigator	An updated intake has been received from DPPC.	Intake file from DPPC is processed by HCSIS with an updated intake that is successfully loaded into HCSIS.	Intake Information
Senior Investigator	An intake has been re-screened by DPPC.	Intake file from DPPC is processed by HCSIS with a re-screened intake that is successfully loaded into HCSIS.	Switchboard



<b>Alert Audience</b>	<b>Alert Subject/Title</b>	<b>Alert Trigger</b>	<b>Hyperlink Destination</b>
Senior Investigator	An appeal has been filed.	User clicks the Save and Continue button on the Appeal Information screen after adding a new appeal entry.	Appeal Information
Senior Investigator	An appeal has been finalized.	User clicks the save and generate documents button on the Appeal Information screen after adding a new appeal entry.	Appeal Information
Senior Investigator	An Investigation Report has been submitted by the Investigator.	User clicks submit on the Investigation Report screen.	Switchboard
Senior Investigator	An intake has been re-screened by DPPC.	Intake file from DPPC is processed by HCSIS with a re-screened intake that is successfully loaded into HCSIS.	Switchboard

For reference, a list of alerts sent to Investigators is listed below.

<b>Alert Audience</b>	<b>Alert Subject/Title</b>	<b>Alert Trigger</b>	<b>Hyperlink Destination</b>
Investigator	A new case has been assigned.	User selects an Investigator and clicks Save and Continue on the Case Assignment screen.	Switchboard
Investigator	An additional intake has been linked to an existing case.	User clicks the Link Intake to Case button.	Switchboard