



**TO: OPWDD & OMH Licensed and/or Certified Providers**  
**FROM: Jay Kiyonaga, Executive Deputy Director**  
**DATE: November 13, 2014**  
**SUBJECT: Web Submission of Investigation Report (WSIR)**

Starting January 2015, for service providers affiliated with the NYS Office for People with Developmental Disabilities (OPWDD) and the NYS Office of Mental Health (OMH), the process for submitting provider-led abuse and neglect investigation information is moving online. With the introduction of the new internet-accessible *Web Submission of Investigation Report (WSIR)* application, providers will use an easily navigable online form to record investigation details and submit additional documentation.

This secure, web-based application will improve upon the existing process by:

- Eliminating the need for private providers to submit paper forms and other documentation to the appropriate state agency via email and fax. Provider investigators will use the web form to directly enter information and electronically attach documents.
- Streamlining the Justice Center's receipt of completed provider-led investigations. The WSIR automatically transfers the investigation information and documents directly into the Vulnerable Persons' Central Register (VPCR), the system of record at the Justice Center.
- Validating certain investigatory information. The WSIR will not allow the submission of incomplete forms and will automatically verify addresses for all contacts against the US Postal Service database.

It will be required that the investigation record, for completed abuse and neglect investigations, be initially submitted to the Justice Center utilizing the WSIR. Any subsequent investigative information that may be required by the Justice Center, OPWDD or OMH, will be submitted outside of the WSIR consistent with current practice. The WSIR internet-based web form will be accessible via commonly-used web browsers, including Internet Explorer (version nine or above), Firefox, or Chrome. Access to the WSIR web form will be through NY.gov ID, an online service that allows users to sign in securely to participating government systems.

All information and documents submitted via the WSIR are made through a secure, encrypted connection. Social security number, when required, is partially masked immediately after entry into the web form. After successfully submitting an online investigative report using the WSIR, the information and documents cannot be retrieved or viewed via the WSIR.

In the upcoming weeks, the Justice Center, in cooperation with OMH and OPWDD, will be disseminating resources to help providers become familiar with the WSIR. Resources will include instructions for obtaining a NY.gov user account, a user-friendly step-by-step reference guide, a detailed procedure manual, as well as on-demand online training videos.

Please direct any questions to your state agency contact or via email to the Justice Center at [techinfo@justicecenter.ny.gov](mailto:techinfo@justicecenter.ny.gov).