



Justice Center for the  
Protection of People  
with Special Needs

# Justice Center in 2018

**Cerebral Palsy Associations of NYS & The Arc NY  
Compliance and Quality Assurance Conference**

**May 8, 2018**

# 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.**

# Justice Center Policies & Principles

- People who have committed serious and egregious acts of abuse are prevented from working with vulnerable people
- Mandated reporters must report abuse, neglect and significant incidents
- All allegations of abuse or neglect are investigated
- There is an independent review of all abuse and neglect investigations
- Abuse Prevention guidance and tools have been developed and are available on the Justice Center website

# Staff Exclusion List (SEL)

- Since our inception 432 Individuals have been placed on the SEL, preventing them from working with individuals with special needs
- Of those 432 individuals, there have been 100 times that an SEL check has resulted in a match and a provider has been notified that the applicant was on or pending placement on the SEL

# Accomplishments in 2018



# Workforce Outreach

- Since 2015 the Justice Center has conducted 53 workforce outreach sessions with direct care staff across the state
- Obtained feedback, dispelled myths, answered questions
- Created train the trainer series for unions
- Established right to counsel
- Developed workforce video series
- Produced new code of conduct video

# Justice Center Investigator Training

6 sessions scheduled across the State in the next 3 months  
(Binghamton, Niagara Falls, NYC, Syracuse, Schenectady, Saranac Lake)

*To register for or request investigator training visit:*

[Justicecenter.ny.gov/training](https://justicecenter.ny.gov/training)

# Additional Subjects

- New process for notification of individuals not originally identified as subjects
- Ensure accurate notice to providers
- Provide notice to subjects



# Vehicle and Traffic Guidance

- Developed internal guidance to establish consistency on vehicle and traffic classifications
- Created external guidance for providers. Currently under review with provider work group

# Updated Weapon-Carrying Procedures

- Investigators licensed to carry a firearm are now required to do so in a concealed manner
- Supervisor approval and an “alternative safety plan assessment” is required

# Continued Initiatives



# Improved Investigator Training

- Victim centered, evidence-based, trauma informed
- Provider and workforce panel at annual Justice Center investigator training
- Offer standardized training for state and non-state operated providers, free of charge
- 395 agency administrators and investigators trained



# Improved Cycle Time

Changes made to reduce investigation cycle time include:

- Increased investigative staff to ensure sufficient staff is available to handle caseload
- Opened additional regional offices for investigators - Region 5
- Improved classification of incidents
- Instituted technology upgrades to improve accuracy and consistency in all investigations
- Since 2016, average cycle time for non-criminal cases was reduced by 40 percent

# Subject Notification Letter

- Subject notification letter modified to address concerns that the letter was confusing and frightening.
- Revised notification letter refers subjects to guidance documents on the Justice Center's website
- The Justice Center will no longer use the word "suspect" in non-criminal cases

## 3 Business Day Classification Assessment

In certain circumstances, the Justice Center will obtain and review additional information to validate the appropriate classification of a report of alleged abuse or neglect prior to commencing a formal investigation.

Since launch of process, Triage has assessed over 3,206 reports:

- Out of 1,801 OMH reports, 1091 (61%) were downgraded from abuse and neglect to a significant incident or non-Justice Center incident
- Out of 1,405 OPWDD reports, 462 (33%) were downgraded from abuse and neglect

# 2018 Priorities



- Eliminating Appeals Backlog
- Creating Sex Abuse Response Team
- Structured Family Engagement
- Provider Briefings
- Continued Regionalization
- Increase engagement with stakeholders

# Abuse Prevention Resources

## Spotlight on Prevention

Found at: <https://www.justicecenter.ny.gov/spotlight-prevention/home>

- Caregiver Fatigue Tool Kit
- Dangers of Being Left Unattended in Vehicles Tool Kit
- Reducing the Use of Restraints
- Self-Assessment for an Abuse Free Environment (SAAFE)
- Model Abuse Prevention Policy
- Best Practices to Promote an Abuse Free Environment



# Contact Information

Report Abuse or Neglect:	1-855-373-2122
Information and Referral:	1-800-624-4143
Individual Family & Support Unit:	1-800-624-4143
Other Questions:	518-549-0200

[www.justicecenter.ny.gov](http://www.justicecenter.ny.gov)