



The Justice Center for the Protection of People with Special Needs

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Over 1 million New Yorkers are in state operated, certified, or licensed facilities and programs, including:

- Individuals with
 - Physical disabilities
 - Mental illness
 - Developmental disabilities
 - Substance use disorders
- Children in residential facilities
- Older adults

Through the **“Protection of People with Special Needs Act”**
Governor Cuomo has established a new state agency
to advocate for systemic reforms and monitor quality of care.

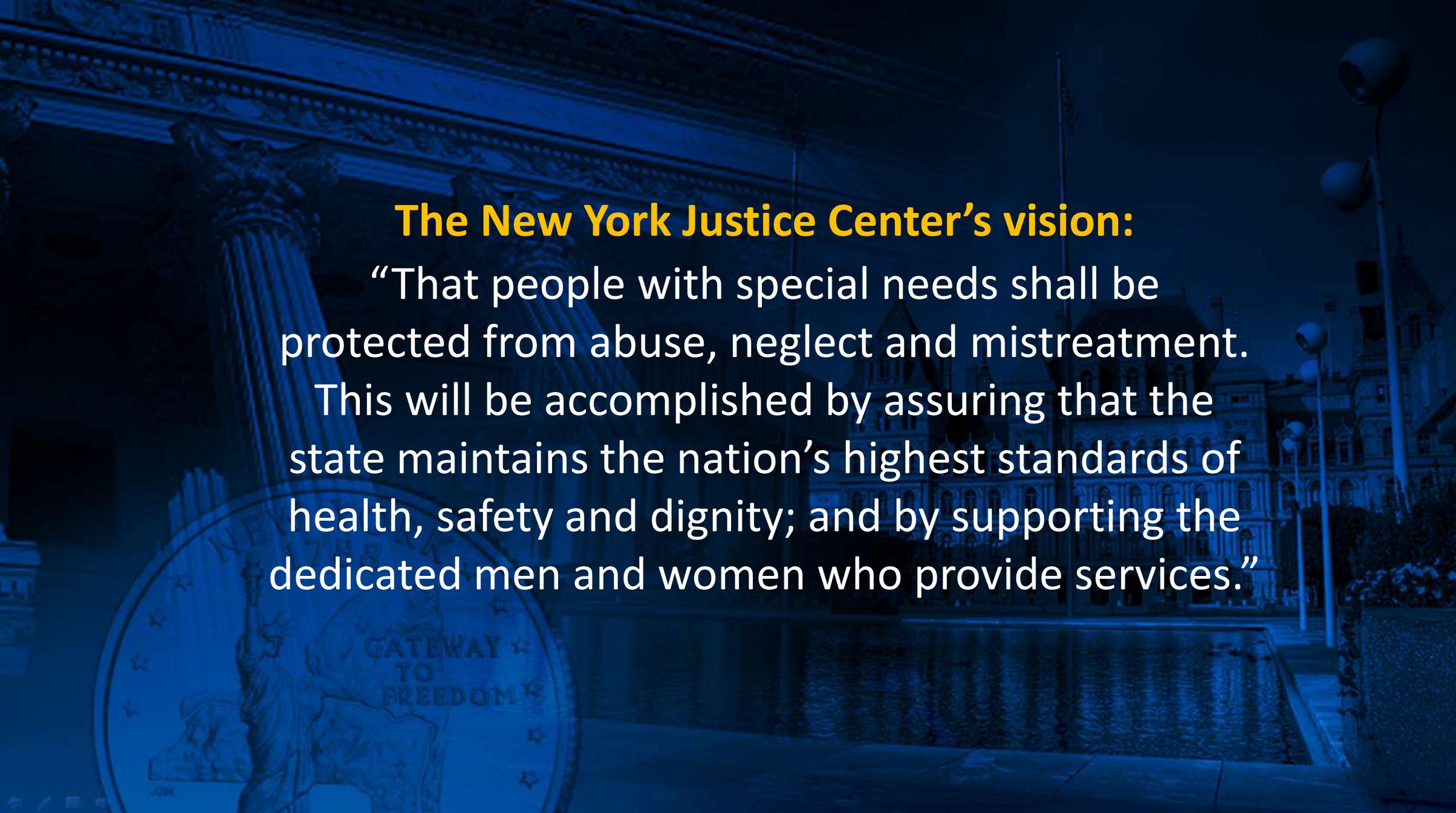
Key Elements of the Legislation:

- Creates the Justice Center
- Creates Standard Definitions of Abuse and Neglect
- Implements Proportional and Progressive Discipline
- Strengthens Penal Laws
- Consolidates Background Check Functions
- Promotes Transparency



Historically, New York has faced challenges.

- New York State has been inconsistent in how we address cases of abuse against people with special needs – we **lack consistent laws, regulations, rules and standards** to report incidents and to track and investigate complaints and to punish those who commit crimes against people with special needs.
- We have faced **difficulty in enforcing accountability** due to differing definitions of abuse and neglect and who can be called an abuser across the various service systems.
- We have lacked consistency **in training of investigators of abuse and neglect allegations** as well as adequate **training for staff** on reporting responsibilities.
- We have not established **intelligible standards** of expected conduct for staff.
- Our current environment has been largely **reactive**, rather than proactive.



The New York Justice Center's vision:

“That 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.”

The Justice Center will benefit individuals, families, providers and employees.

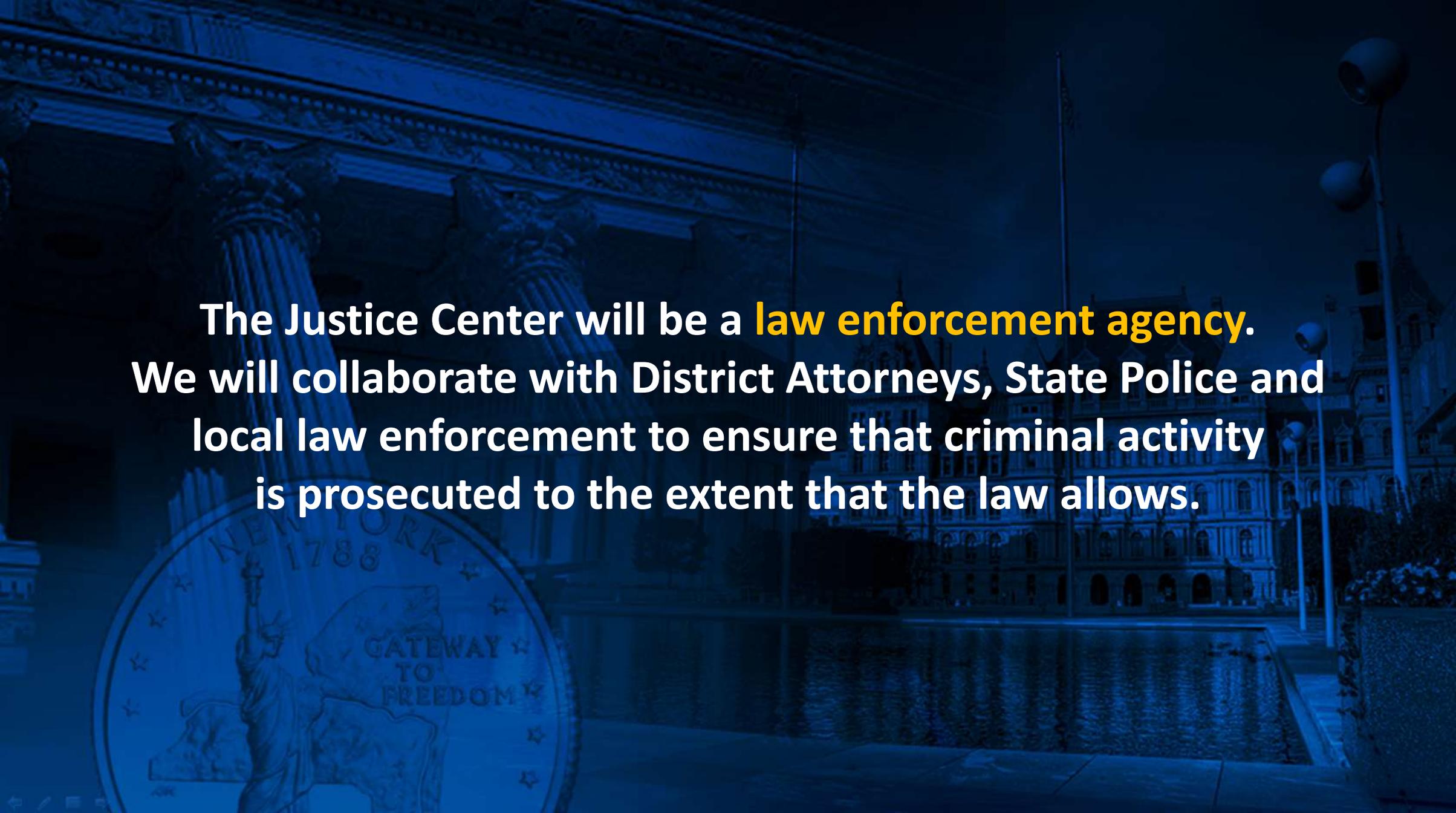
- Institutes a **single agency** for the protection of vulnerable persons that will improve accountability and oversight for programs in NY
- Enforces **standard definitions of abuse and neglect** leading to standardized systems, reporting requirements and procedures to enable more timely resolution of incidents
- Establishes a **single 24/7 telephone hotline** for all people to report incidents of alleged abuse and neglect, allowing New York to identify and act upon these reports **consistently, promptly and with a high standard of quality**

The Justice Center will benefit individuals, families, providers and employees.

- Institutes **common standards** for investigations of alleged abuse and neglect and **establishes training curricula** for investigators
- Establishes **Codes of Conduct** to ensure staff who work with individuals acknowledge their responsibility to support the safety, dignity and welfare of those they serve
- Implements **proportional and progressive disciplinary standards** for those employees found involved in substantiated instance of abuse and neglect

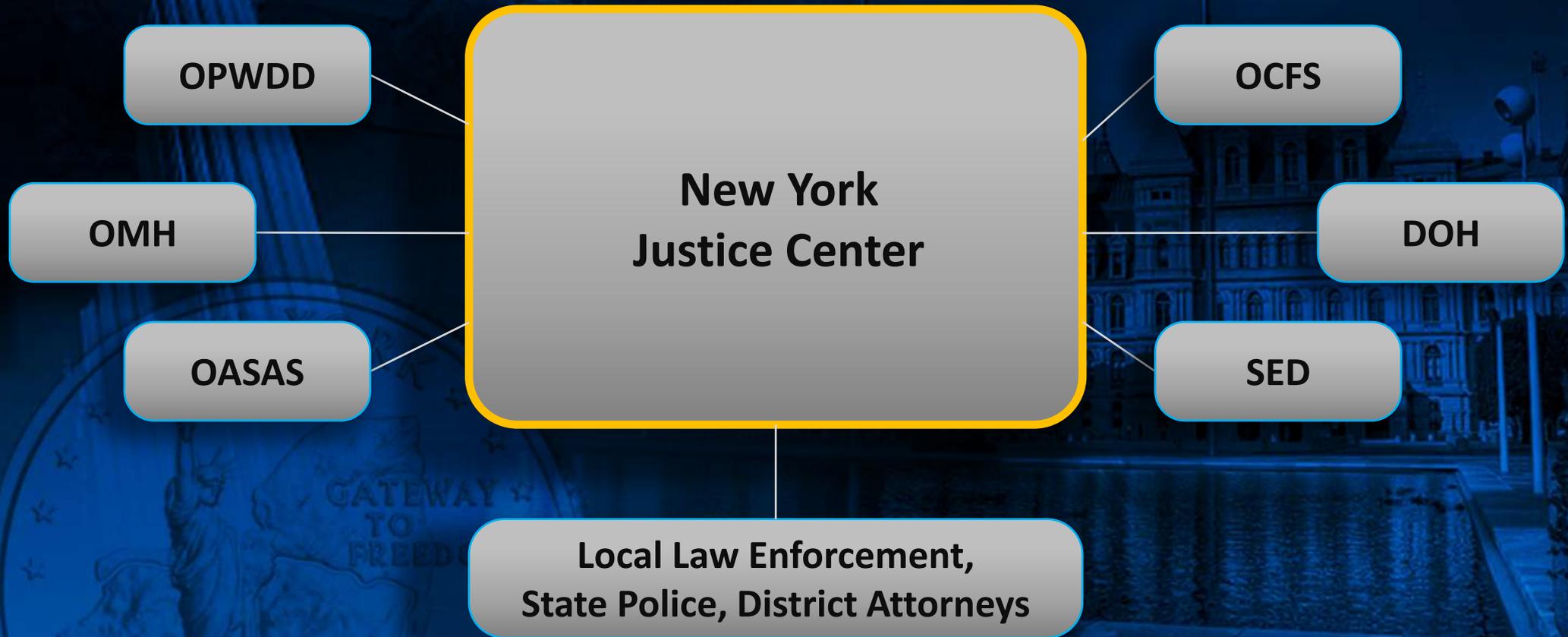
The Justice Center will benefit individuals, families, providers and employees.

- Creates a **centralized register** of individuals found responsible for egregious or repeated acts of abuse and neglect
- Creates centralized, comparable data and reporting capabilities to allow the NYJC to identify systemic issues and trends, and to identify potential risks in order to **prevent abuse and neglect situations before they occur while improving the overall quality of care**
- Builds processes which will **promote transparency, data sharing and a reduction of duplicated effort** among State Oversight Agencies and the Justice Center to increase overall accountability to vulnerable persons in New York

The background is a blue-tinted photograph of a grand, classical building with prominent columns and a fountain in the foreground. In the bottom left corner, there is a circular seal or coin. The seal features the Statue of Liberty on the left, the date '1788' at the top, and the words 'GATEWAY TO FREEDOM' in the center. The text 'NEW YORK' is partially visible at the top of the seal. The overall scene is dimly lit, suggesting an evening or night setting.

The Justice Center will be a **law enforcement agency**.
We will collaborate with District Attorneys, State Police and
local law enforcement to ensure that criminal activity
is prosecuted to the extent that the law allows.

We will **collaborate** with all appropriate agencies and providers to protect vulnerable New Yorkers from abuse.



The Justice Center will serve as the focal point for implementation of major reforms across the State's human services systems.



24/7 Hotline and Incident Management

- Advocacy
- Background Checks
- Policy Development and Review



Investigations

- Data analytics
- Trend analysis
- Training



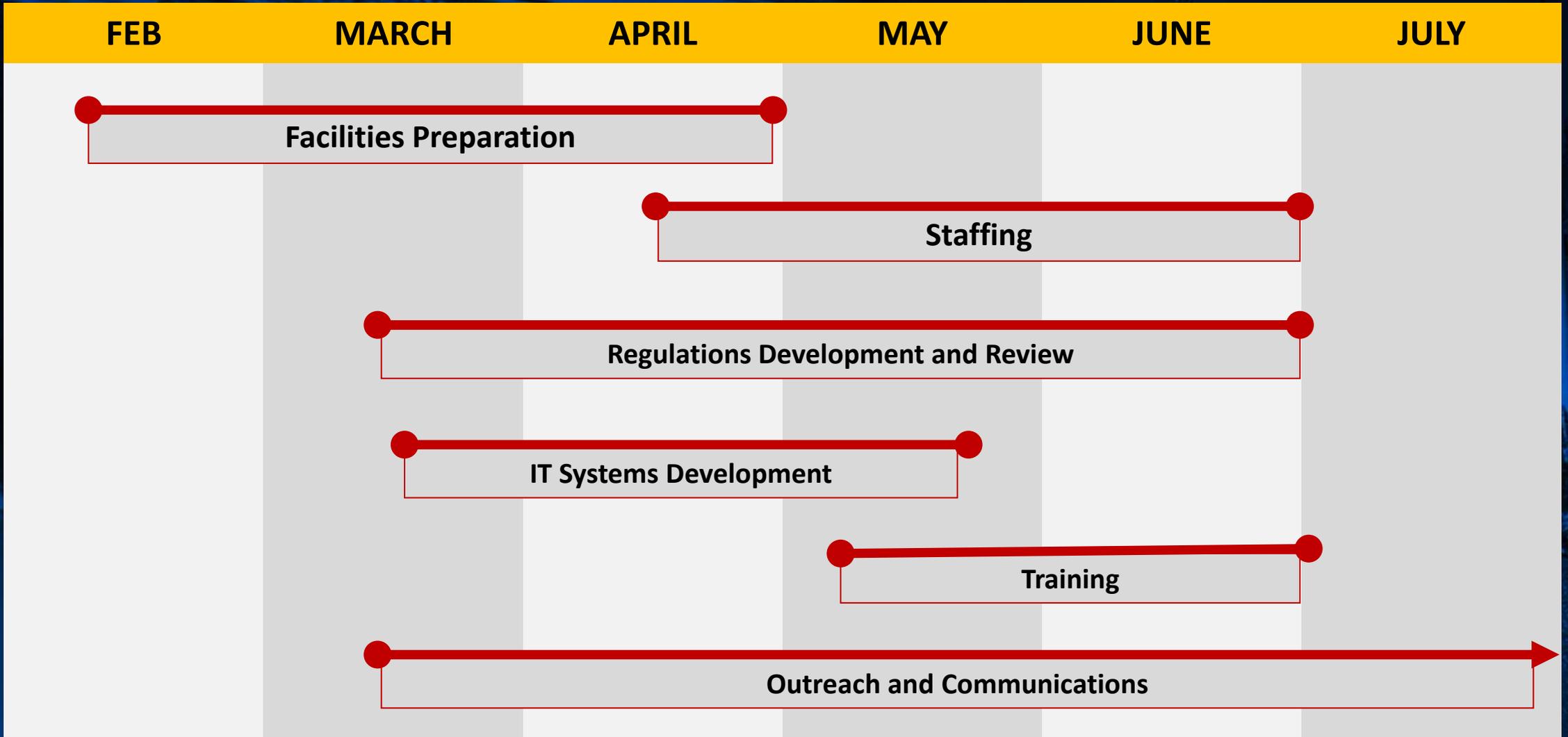
Adjudication and Prosecution

- Transparency related to abuse and neglect incidents



Oversight and Monitoring

Our team is hard at work to launch the Justice Center on June 30, 2013.



Protecting New Yorkers means identifying and preventing **systemic issues**.

“The lights weren’t working **again**.
I made my way down the stairs on my own and **I almost tripped**.”

The Justice Center will conduct oversight of state operated, licensed and certified, programs and facilities.

We will work with the state oversight agencies to address systemic problems such as repeated safety violations.

We will monitor systemic problems until they are resolved.

Mandated reporters must inform us of **any reportable incident**.

“A patient just told me that **she was threatened** by a staff member here.”

Mandated reporters can reach us by phone or online.
The State will ensure that all incidents will be investigated.

We will take **every** complaint seriously.

“I was **alone on the night shift** and had to care for six people on my own when there should have been a minimum of two of us. I can't give each person the attention they need if I don't have more help here.”

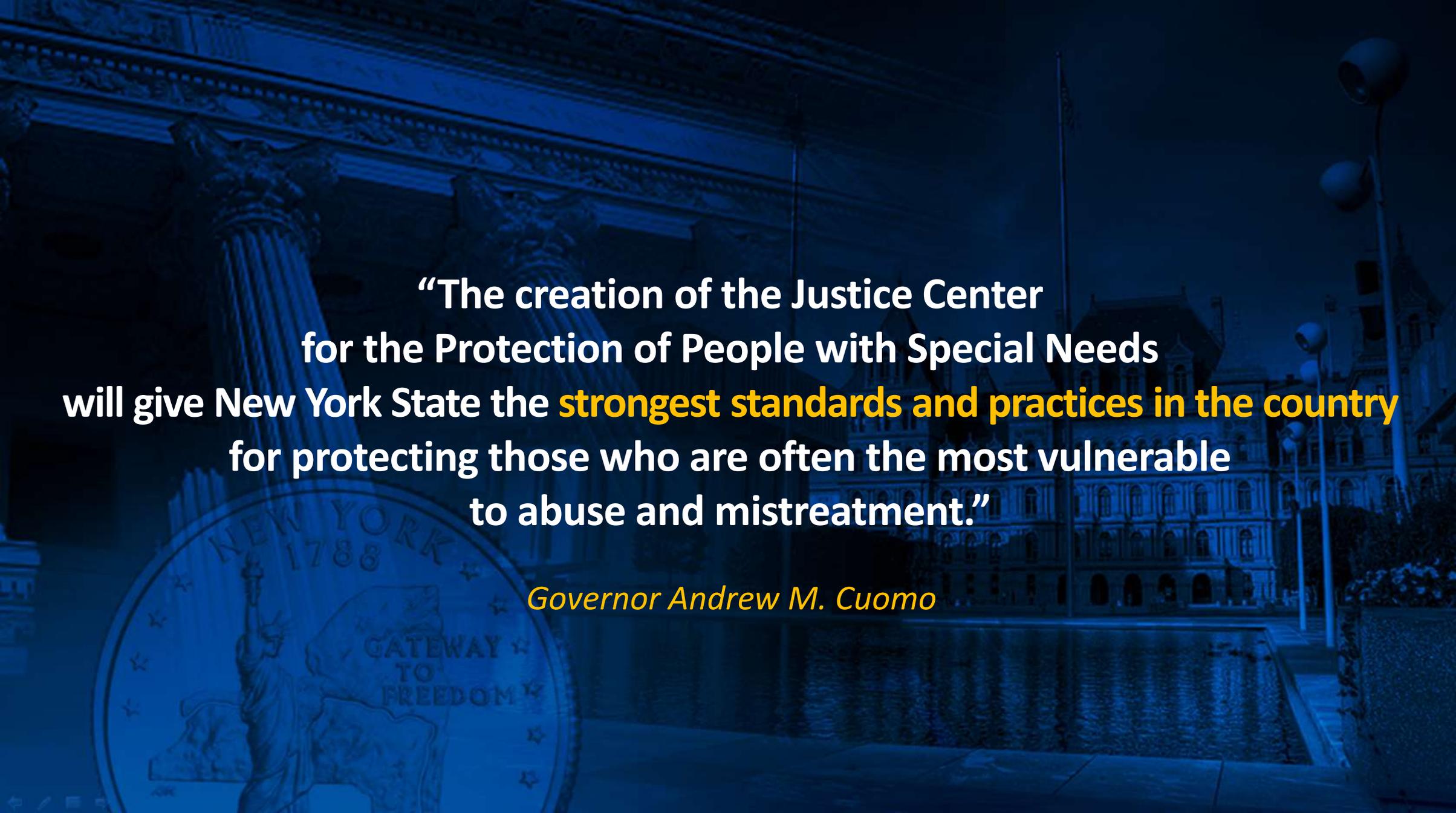
A person can reach the Justice Center any time, day or night.
Anyone will be able to call us, including employees.

We will use technology to **identify trends** and to **forecast** areas of risk.

“Based on a review of historical incident data, I’ve noticed an **increase in choking incidents** at a particular facility.

What could be causing this? How can we help to fix it?”

At the Justice Center, we will do more than address complaints after something has gone wrong. We will work to proactively address preventable problems ahead of time.



“The creation of the Justice Center for the Protection of People with Special Needs will give New York State the **strongest standards and practices in the country** for protecting those who are often the most vulnerable to abuse and mistreatment.”

Governor Andrew M. Cuomo



The New York Justice Center will become operational on June 30, 2013.
In the meanwhile, you can visit our project implementation website to learn about the Justice Center project.

www.justicecenter.ny.gov

This website will provide project information and is not intended for reporting incidents or filing complaints.