



## 2025 JUSTICE CENTER SUMMIT

# FREQUENTLY ASKED QUESTIONS

A reference guide answering some of our most commonly asked questions



Justice Center for the  
Protection of People  
with Special Needs

### ***Will I receive a copy of the presentation slides?***

All presentation slides will be emailed to participants after the event.

### ***How do I contact the Justice Center with a question?***

We welcome questions as a follow-up to this event. Please reach out to [webmaster@justicecenter.ny.gov](mailto:webmaster@justicecenter.ny.gov) and they will route your question accordingly.

### ***What state agencies does the Justice Center oversee?***

The Justice Center has jurisdiction over certain settings operated, licensed, or certified by: Office for People With Developmental Disabilities (OPWDD), Office of Mental Health (OMH), Office of Addiction Services and Supports (OASAS), Office of Children and Family Services (OCFS), Department of Health (DOH), and State Education Department (SED). In total, the Justice Center has jurisdiction over more than 1 million vulnerable New Yorkers.

### ***How many cases does the Justice Center process each year?***

In 2024, the Justice Center received nearly 90,000 reports (these include abuse & neglect reports, significant incidents, deaths, and reports that aren't applicable to Justice Center work) resulting in over 10,000 cases. These totals are on par with the case volume we typically see in a calendar year.

### ***Does the Justice Center investigate all cases of abuse & neglect?***

All reports with an abuse or neglect classification are investigated. The Justice Center reviews all investigations to ensure they are complete and determines whether they should be substantiated.

### ***How many reports to the Justice Center are substantiated?***

On average, 35-40% of abuse and neglect cases are substantiated each year.



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### ***How long does it take for the Justice Center to close a case?***

The time to complete investigations of alleged abuse or neglect varies depending on several factors. Through the investigative process, if certain allegations are found to have no merit, the case can be closed quickly. Others can have multiple victims, subjects, and allegations that can require lengthy investigation. Our goal is to close cases in 60 business days.

### ***Who can make a report to the Justice Center?***

Anyone who has knowledge that people receiving services have been harmed or are at risk of being harmed can make a report to the Justice Center.

### ***What is the Staff Exclusion List?***

The Staff Exclusion List (SEL) contains names of those who have committed serious or repeated acts of abuse or neglect against people with special needs in programs under the Justice Center's jurisdiction. These individuals are barred from working in positions requiring regular and substantial contact with people receiving services.

### ***What is the Justice Center doing to prevent abuse and neglect from happening in the first place?***

The SEL is the Justice Center's first line of defense in preventing bad actors from re-entering the service system. A check of the SEL is required before making a hire. We also manage a criminal background check process. Since 2013, more than 3,000 individuals have been denied employment because of these safeguards.

Aside from pre-employment checks, the Justice Center produces topic-focused prevention materials, audits corrective actions, tracks dangerous trends, reviews systemic concerns and helps provider agencies teach staff members how to uphold our Code of Conduct and maintain professional boundaries.

### ***What types of background checks does the Justice Center run on prospective employees?***

The Justice Center is responsible for providing results to SEL check requests for all facilities and provider agencies under the jurisdiction of the Justice Center. This is the first step in the pre-employment checks process. In addition, the Justice Center is responsible for reviewing the criminal history for prospective employees or volunteers for facilities or providers overseen by several state oversight agencies.



***How does the Justice Center support individuals and families?***

The Justice Center has a specialized team of victim advocates that connect with individuals and families to guide them through the investigation process. They also provide victim accompaniment services and can refer individuals to other applicable state and community resources.

***What is the Surrogate Decision-Making Committee?***

The Surrogate Decision-Making Committee (SDMC) program is an alternative to the court system and is authorized to provide consent for non-emergency major medical treatment and end-of-life care decisions for people who qualify. Our program consists of volunteer panels that make the decision, providing for quicker, more accessible, cost-free, and personalized decisions on behalf of individuals receiving services.

***What is the Technology Related Assistance for Individuals with Disabilities (TRAID) program?***

The Technology-Related Assistance for Individuals with Disabilities (TRAID) Program provides access to assistive technology to any New Yorker with a disability. Regional TRAIID Centers provide device loans and hands-on training to people with disabilities.

A variety of devices are loaned out for use in different settings such as at home, school, or work.

