



Justice Center for the
Protection of People
with Special Needs

JUSTICE CENTER: MOVING FORWARD

Draft Strategic Plan & Discussion | April 15, 2026

EXECUTIVE LEADERSHIP



Maria Lisi-Murray, Esq.

Acting Executive Director



Justice Center for the
Protection of People
with Special Needs

EXECUTIVE LEADERSHIP



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Chief of Staff



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AGENCY LEADERSHIP



Nikki O'Meara, MSW, PMP

Director of Quality & Process

Executive Office



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AGENCY LEADERSHIP



Mike Wilmot

*Director of Strategic Initiatives &
Portfolio Management*

Executive Office



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AGENDA

- + **The Justice Center Today**
- + **Strategic Plan**
- + **Discussion**
- + **Wrap-up**



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Justice Center for the
Protection of People
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JUSTICE CENTER OVERVIEW



Justice Center for the
Protection of People
with Special Needs



Justice Center for the
Protection of People
with Special Needs

PREVENT. PROTECT. ADVOCATE.

WHO WE PROTECT - JURISDICTION



**Office for People With
Developmental Disabilities**



**Office of Addiction
Services and Supports**



**Office of
Mental Health**



**Department
of Health**



**Office of Children
and Family Services**



New York State
EDUCATION DEPARTMENT
Knowledge > Skill > Opportunity



Justice Center for the
Protection of People
with Special Needs

NYS JUSTICE CENTER

JUSTICE CENTER LOCATIONS

REGION 3

REGION 2

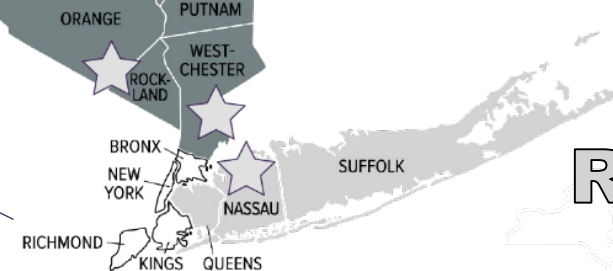
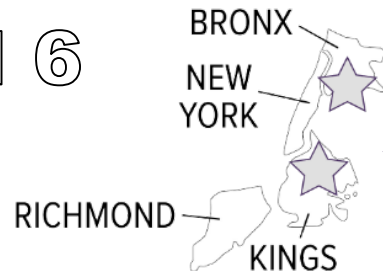
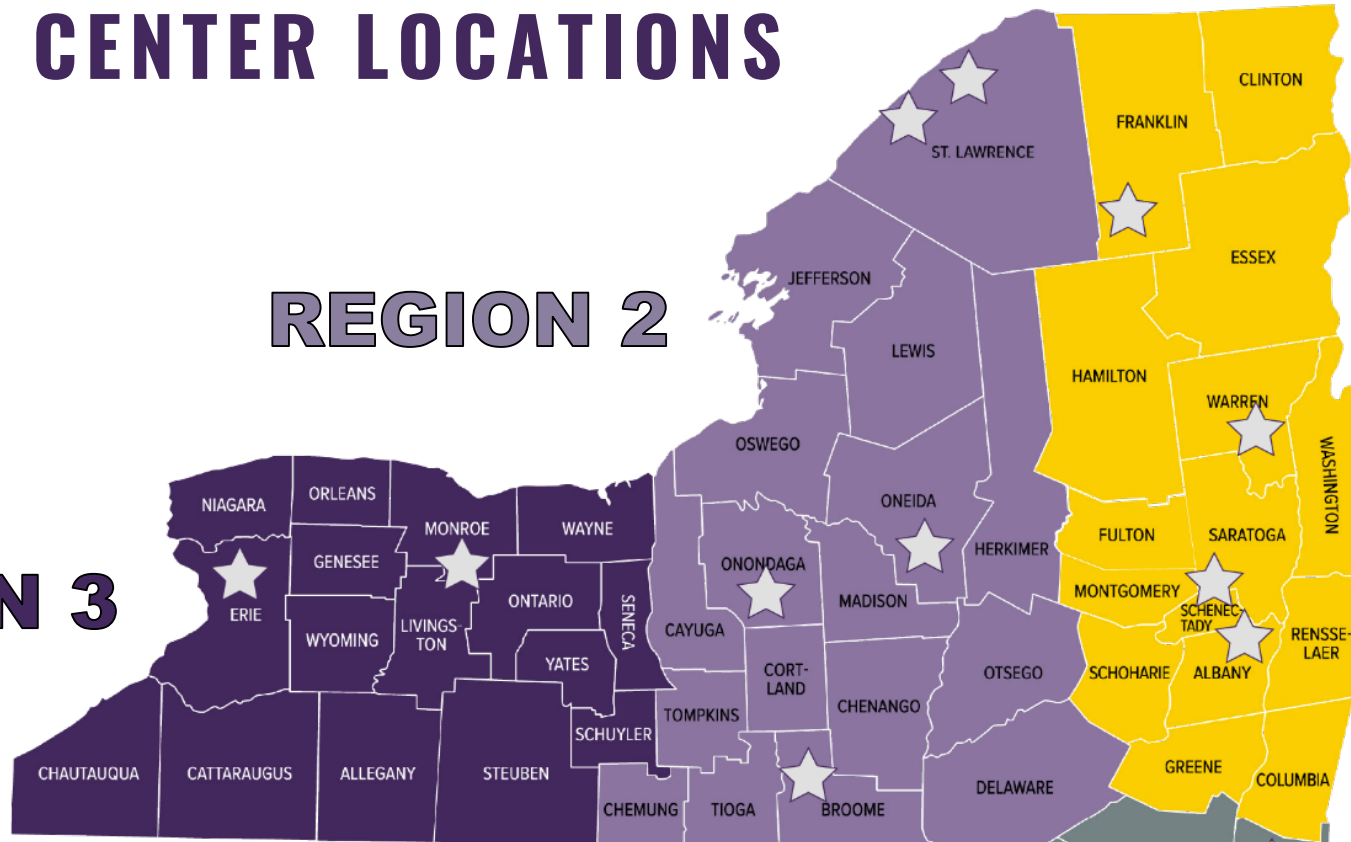
REGION 1

REGION 5

REGION 6

REGION 4

 **REGIONAL OFFICE**



JUSTICE CENTER STAFF



- + Social workers
- + Healthcare professionals
- + Former law enforcement
- + Attorneys
- + Former agency employees

JUSTICE CENTER WORK

2025



Justice Center for the
Protection of People
with Special Needs

MORE THAN
90,000

**reports were made to
the Justice Center in
2025**



**Justice Center for the
Protection of People
with Special Needs**

PROTECT



10,783

CASES OPENED



11,500

CASES CLOSED



4,500

CASES
SUBSTANTIATED

PREVENT



Conducted **300+** Corrective Action Plan Audits



Created prevention resources for providers, including toolkits, webinars, and policy templates.



Trained **1500+** people on prevention, investigations, and professional boundaries.

ADVOCATE



The TR Aid program provided assistive technology training & devices to **1,000+** people.



Over **4,000** individuals and families were provided support and worked with JC Advocates.



The Surrogate Decision-Making Committee held **800** proceedings, serving more than **700** people.

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- + **Wrap-up**



Justice Center for the
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STRATEGIC PLAN

High-Level Overview



**Justice Center for the
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with Special Needs**

STRATEGIC PLAN OVERVIEW

Structure

- Five-Year Plan
- Three broad goals

Process

- Data & Listening

Finalization

- Draft State

5-YEAR GOALS



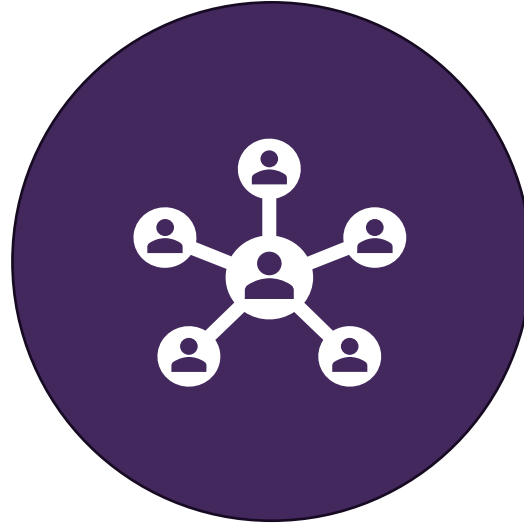
**Justice Center for the
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5-YEAR GOAL OVERVIEW



EXPAND

Innovative
Approaches



CREATE

Opportunities to
Share & Learn



STRENGTHEN

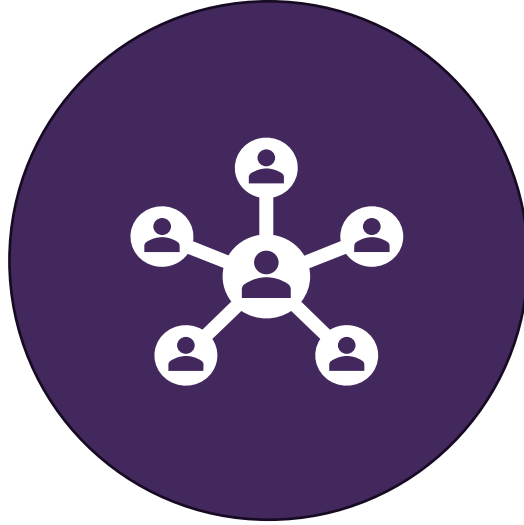
Process, Experience
& Adaptability

GOAL 1



EXPAND

Innovative
Approaches



CREATE

Opportunities to
Share & Learn



STRENGTHEN

Process, Experience
& Adaptability

5-YEAR GOALS



GOAL 1

Expand how the Justice Center predicts, prevents, and protects through **innovative approaches**.



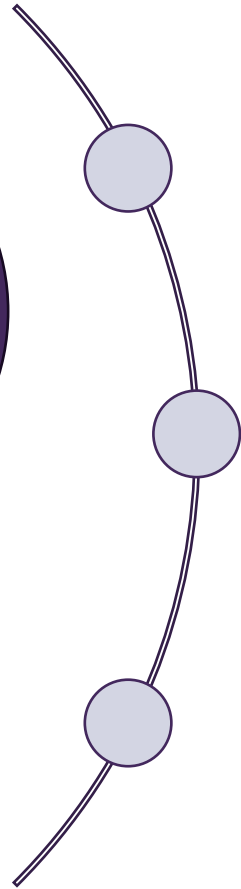
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WHY THIS GOAL?



EXPAND

Innovative
Approaches



Core of our work

Focus of feedback received

Unique oversight position

HOW WE GET THERE



Build new ways to measure progress



Share more information, data, & resources



Create innovative approaches to prevention

GOAL 1: CURRENT ACTIVITIES



EXPAND

Innovative
Approaches

- Prevention Collaborative launch
- Prevention materials and podcast
- Exploring data sharing opportunities

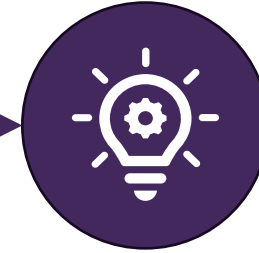
GOAL 1: FUTURE ACTIVITIES

- **Prevention Collaborative expansion**
- **Exploring data enrichment opportunities**
- **Prevention materials focused on families & people receiving services**



NEW MEASURES

Prevention & Protection



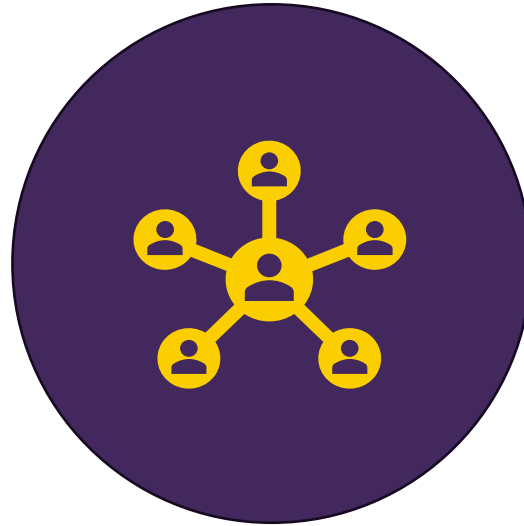
EXPAND
Innovative
Approaches

GOAL 2



EXPAND

Innovative
Approaches



CREATE

Opportunities to
Share & Learn



STRENGTHEN

Process, Experience
& Adaptability

5-YEAR GOALS



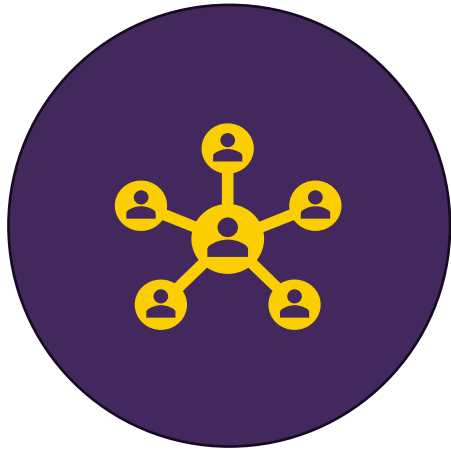
GOAL 2

Create new ways to share the Justice Center's nation-leading expertise **and learn** from those who engage with us.



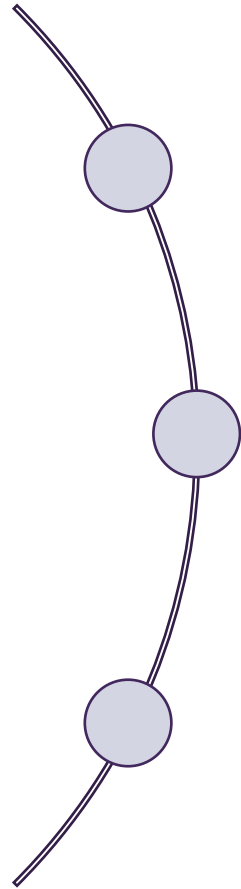
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WHY THIS GOAL?



CREATE

Opportunities to
Share & Learn



Unique national position

Diverse conversations

Shared learning

HOW WE GET THERE



Design formal ways to document lessons learned

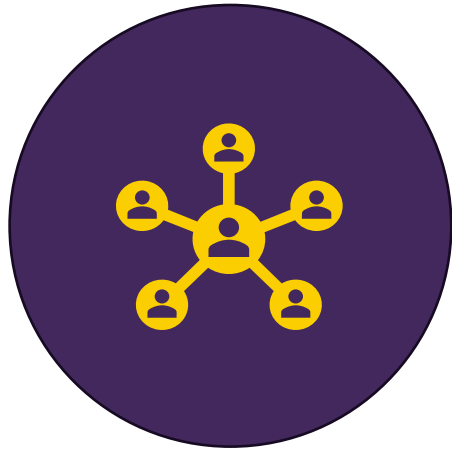


Cultivate opportunities for collaboration



Broaden our community of partners

GOAL 2: CURRENT ACTIVITIES



CREATE

Opportunities to
Share & Learn

- Creating discussion opportunities
- Engaging providers & state agencies
- Gathering feedback on materials & website

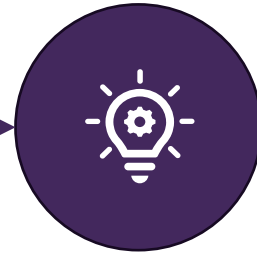
GOAL 2: FUTURE ACTIVITIES

- Identifying gaps in perspectives & voices
- Engaging more diverse communities
- Sharing research and policy findings
- Launching new workgroups



NEW MEASURES

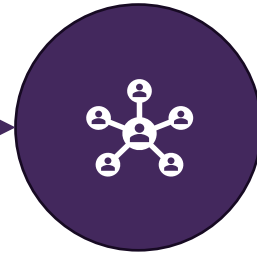
Prevention & Protection



EXPAND

Innovative
Approaches

Partnership Strength



CREATE

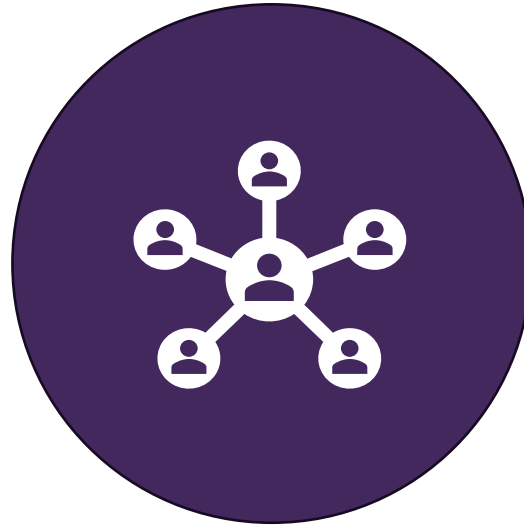
Opportunities to
Share & Learn

GOAL 3



EXPAND

Innovative
Approaches



CREATE

Opportunities to
Share & Learn



STRENGTHEN

Process, Experience
& Adaptability

5-YEAR GOALS



GOAL 3

Strengthen the Justice Center's processes to **improve user experience** and more easily **adapt to change.**



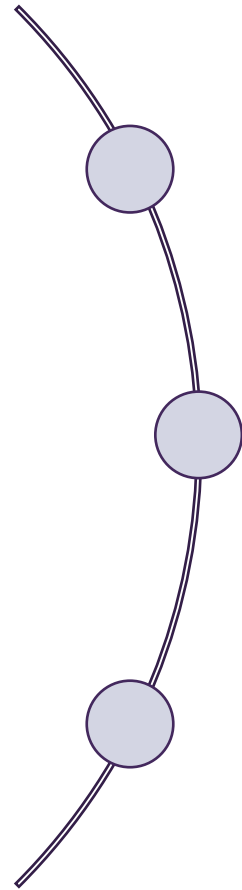
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WHY THIS GOAL?



STRENGTHEN

Process, Experience &
Adaptability



Feedback focused on operations

Looking at process & programs

Staff & technology interconnected

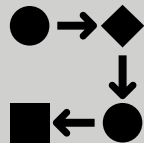
HOW WE GET THERE



Invest in staff and their ideas



Review policies and practices



Modernize our tech and process

GOAL 3: CURRENT ACTIVITIES



STRENGTHEN

Process, Experience &
Adaptability

- Relaunching cross-agency workgroup
- Created a Strategic Planning Workgroup
- Refining processes and added quality improvement unit to executive office

GOAL 3: FUTURE ACTIVITIES

- **Performing skill inventory analysis**
- **Reviewing processes internally & with partners**
- **Updating technology**
- **Investing in data tools**



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NEW MEASURES

Prevention & Protection



EXPAND
Innovative
Approaches

Partnership Strength



CREATE
Opportunities to
Share & Learn

Agency Experience



STRENGTHEN
Process, Experience
& Adaptability

AGENDA

- + **The Justice Center Today**
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- + **Wrap-up**



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DISCUSSION



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**What's one thing you think
the Justice Center does
well that you would like to
see us expand on?**



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**What's one thing you think
the Justice Center could be
doing better?**



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What's something you would like to see the Justice Center start doing that we aren't doing today?



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**What's one thing you wish
the Justice Center would
collaborate with you on?**



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**What's a topic you think
the Justice Center should
cover or support more?**



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CODE OF CONDUCT AWARD



Justice Center for the
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RECOGNIZING THE DEDICATED WORKFORCE



CODE OF CONDUCT NOMINATION

SCAN ME



WHO IS ELIGIBLE?

Anyone who has signed the Code of Conduct is eligible for the award.

WHAT DO WE LOOK FOR?

A professional or volunteer who fosters empowerment and self-determination; well-being and protection; inclusion and advocacy; and professionalism.

WHEN IS THE DEADLINE?

APRIL 24, 2026

HOW DO I SUBMIT?

Scan the QR code or visit:

www.justicecenter.ny.gov/code-conduct

(scroll to “Code of Conduct Awards” section)

SUBSCRIBE TO OUR MAILING LIST



SCAN HERE

To Sign Up!

SIGN UP FOR...

- Training & Event Updates
- Abuse Prevention Information
- Agency News
- Individual & Family Resources

FOLLOW ON LINKEDIN

SCAN HERE
TO FOLLOW

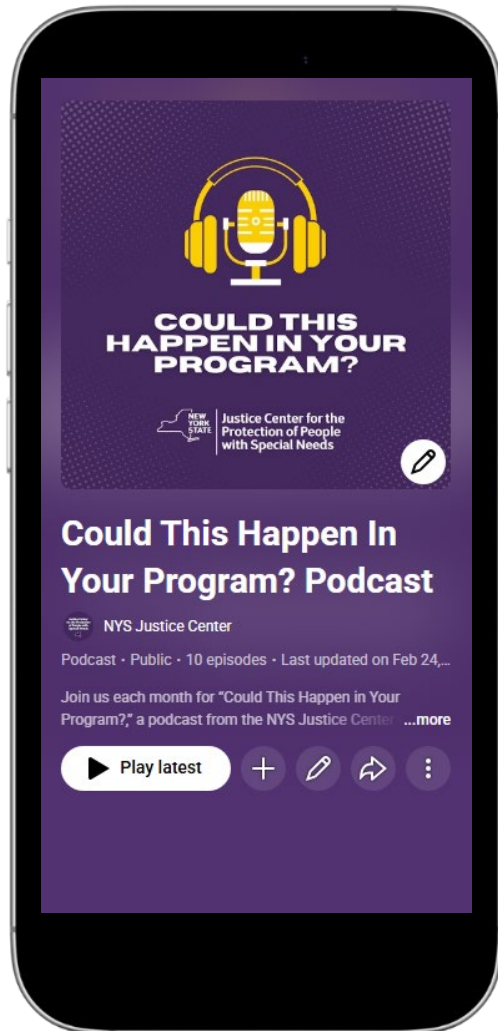


FOLLOW US FOR...

- Agency updates
- Training announcements
- New provider support resources
- Employment opportunities



LISTEN TO OUR PODCAST



TUNE IN FOR...

- Educational opportunities
- Topical guidance
- Engaging discussion
- Exclusive resources



justicecenter.ny.gov/podcast

CONTACT INFORMATION



REPORT ABUSE/NEGLECT

Call: 1-855-373-2122

(Our reporting line operates 24/7 - all calls are toll-free)



ADVOCACY & SUPPORT

Email: supportcoordinator@justicecenter.ny.gov



GENERAL INFORMATION

Call: 1-800-624-4143

Email:
infoassistance@justicecenter.ny.gov

THANK YOU!



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