OFFICE OF POLICY, PROCEDURES AND TRAINING



APS Policy Bulletin #2024-001 Date: January 12, 2024

DISTRIBUTION: ALL APS STAFF

Veteran Flag in APSNET

PURPOSE

The purpose of this bulletin is to inform all Adult Protective Services (APS) staff of the new Veteran Flag indicator in APSNET.

OVERVIEW

As per Mayoral Executive Order No. 65 Addressing the Needs and Improving the Lives of New York City Servicemembers, Veterans, and Their Families, all city agencies, unless otherwise prohibited, shall adopt a standard and uniform veteran indicator question on their intake forms, questionnaires, or request for assistance.

POLICY

Staff must check for the veteran flag indicator when completing an APS intake, conducting an assessment/re-assessment, or providing ongoing services. and indicate that a client, or anyone in their household, is a current servicemember or veteran when appropriate.

REQUIRED ACTION

When processing any case action, staff must go to the client profile in APSNET by accessing the 'About Client' tab, then select the 'About" tab to view any currently available veteran information.

About Client	News Feed	Activity	My Work	History	Floater Action
About	Medical	Housing	Finances	Documents	Other Info
Client Description					
Height	N/A	Weight	N/A	Eye Colo	r: N/A

A. Client Currently Indicated as a Servicemember or Veteran

Clients/Referred persons are identified in APSNet as an active servicemember or veteran with a US flag at the top of the client profile page.



Service-related information can also be found in the 'Veteran Information' section at the bottom of the screen.

Other Info	N/A		
Veteran Information			
	Click Here To View Details		
Client is currently serving in the US Armed Forces, National Guard, or Reserves. Type of service: NATIONAL GUARD Service From: 1990			

If there is no information entered for a current servicemember or veteran staff will see a 'No data entered' message in the 'Veteran Information' section.

Otner into	N/A
Veteran Information	
	Click Here To View Details
No data entered	
Reason For Referral	

If there is information entered for a current servicemember or veteran, staff will be able to view the information by selecting the 'Click here to View Details" on the right of the 'Veteran Information' section.

Veteran Information	
	Click Here To View Details
It is not known if client is currently serving in the US Armed Forces, National Guard, or Reserves. It is not known if client previosly served in the US Armed Forces, National Guard, or Reserves.	

B. Client Not Indicated as a Servicemember or Veteran

When a client is not identified as active and never served before, staff will <u>not</u> see a US flag at the top of the page. Staff will also see a "No data entered' message in the Veteran Information section as shown in the previous screenshot on page 2.

Referred Person ID # : 11393		
Current Referral #: 12661		
Referral Date: 2/13/2023		
[Number of Times Referred: 1] 🕕 🎱 🥸 ጅ Home - Flood Zone l	Α	Е

C. Updating a Servicemember or Veteran Flag Information

A client's servicemember or veteran status may change and updated for various reasons. Reasons include, but are not limited to, being a newly enlisted member, discharge from service, corrections of erroneous service status or when APS worker first learns about the client's service history.

When there is a need to update a client's service status information, select the 'Click Here to View Details' on the 'About' screen.

About	Medical	lousing Finances	Documents Other Info
Client Description			
Height	N/A	Weight N/A	Eye Color: N/A
Race	N/A	Ethnicity N.1	Hair Color: N/A
Racial Ancestry :	N/A		
HispanicAncestry :	N/A		
Identifying Features:			
N/A			
Language for Correspondence	•:	ENGLISH	
Other Info	N/A		
Veteran Information			
			Click Here To View Details

After clicking, staff will see the below 'Veteran Flag' screen which is divided into two parts: Current and All.

Update Veteran Flag
Clear
O Created by (First or Last Name)
No Records Found

Staff will see the 'Update Veteran Flag' link on the right side of the 'Current' tab.

Staff will then see the below screens where staff can make necessary updates as described in the Veteran Flag User Guide to be provided later.

eran Flag		
eteran Flag Information for DDDD, DFDF eferral # 11551 (OPEN)		Update Veteran Flag
Current All		
iearch:Please Select One 🗸 Go	Clear	
Currenlty Serving Force type Update Reason	O Created by (First or Last Name)	
		No Records Found

Staff are **required** to put in a note explaining why they made a status change.

There are instances when the Update Veteran Flag hyperlink will not be available for the staff to select.

The 'Update Veteran Flag' link will not be available if:

- 1. The referral status is:
 - a. Cancelled.
 - b. Found ineligible in field site.
 - c. Rejected in Central Intake Unit (CIU).
- 2. The case is:
 - a. Closed.
 - b. Approved to close.
 - c. Pending closing.
 - d. New.
 - e. Sent to Field Office Staff.
- 3. FOS Supervisor is reviewing the Closing Summary
- 4. Referral is marked for transfer to:
 - a. Undercare.
 - b. Preventive Service Program (PSP).
 - c. Undercare from PSP.
 - d. FOS transfer.

If staff need update the status and the 'Update Veteran Flag' is not available, staff should speak with their supervisor for guidance.

Effective Immediately.

■ REFERENCES

Mayoral Executive Order 65 Addressing the Needs and Improving the Lives of New York City Services Members, Veterans, and Their Families