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.

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.

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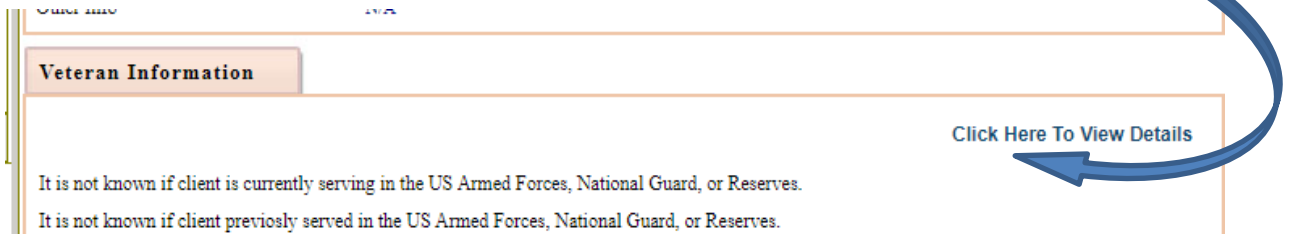
If there is information entered for a current servicemember or veteran, staff will be able to view the information by selecting the 'Click here to View Details" on the right of the 'Veteran Information' section.

B. Client Not Indicated as a Servicemember or Veteran

When a client is not identified as active and never served before, staff will not 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.

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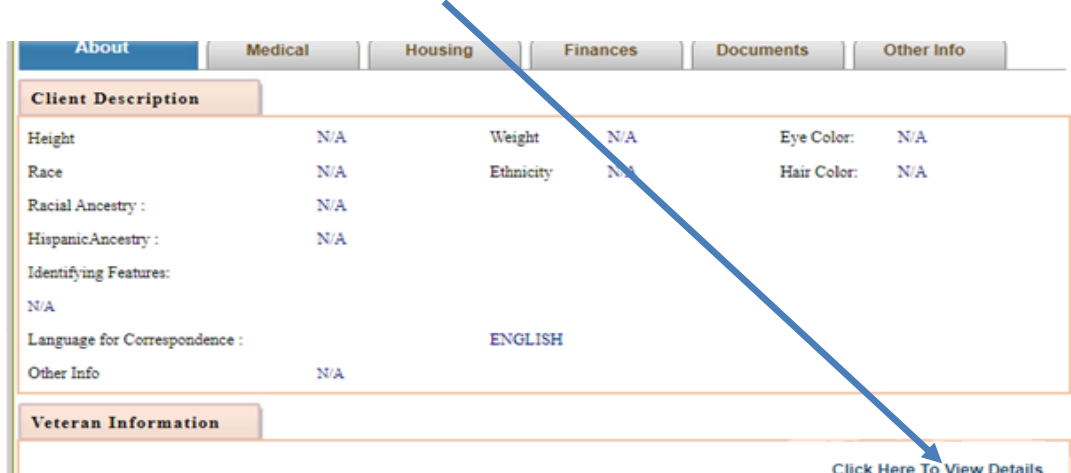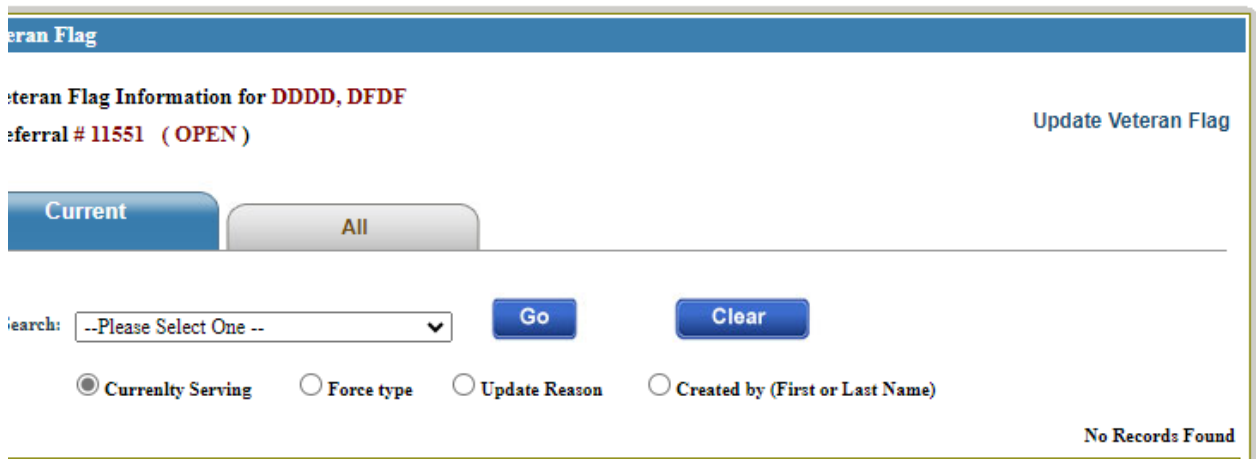
After clicking, staff will see the below 'Veteran Flag' screen which is divided into two parts: Current and All.

Staff will see the 'Update Veteran Flag' link on the right side of the 'Current' tab.
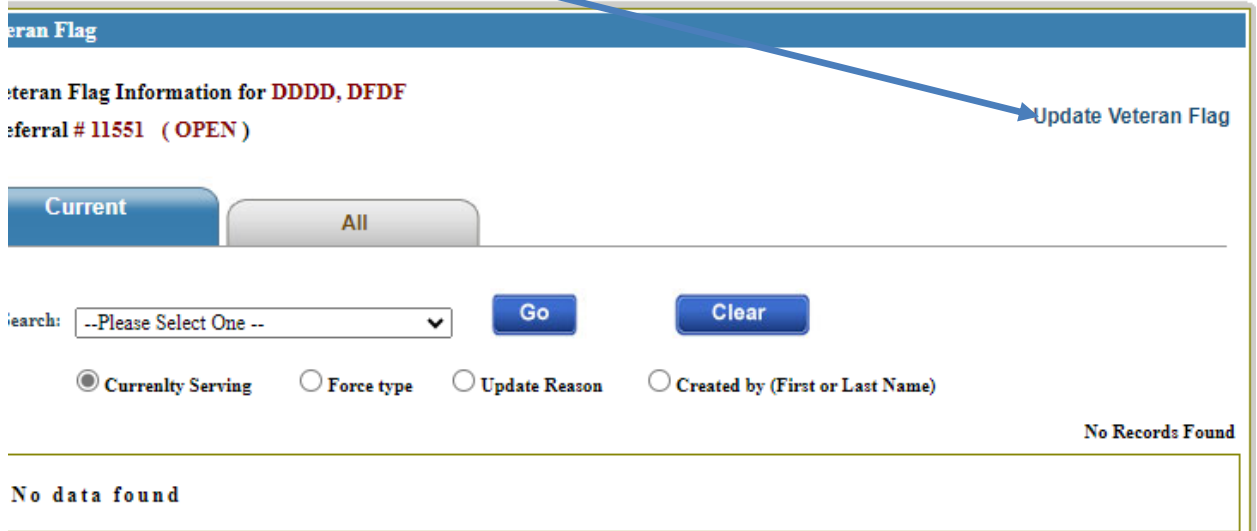
Staff will then see the below screens where staff can make necessary updates as described in the Veteran Flag User Guide to be provided later.

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 **<u>not</u>** 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