

Commonwealth of Massachusetts  
Disabled Persons Protection Commission  
**FY2025 ANNUAL REPORT**

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July 1, 2024 - June 30, 2025



**MAURA T. HEALEY**  
GOVERNOR

**KIMBERLEY DRISCOLL**  
LT. GOVERNOR

**HONORABLE JAMES T. BRETT**  
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**KACY C. MAITLAND**  
COMMISSIONER

**MARY BETH McMAHON**  
COMMISSIONER

**NANCY A. ALTERIO**  
EXECUTIVE DIRECTOR

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## A Message from Nancy A. Alterio, DPPC Executive Director



Dear Reader:

Thank you for taking the time to learn more about the important mission of the Disabled Persons Protection Commission (DPPC). The DPPC is organized under Chapter 19C of the General Laws and is charged with protecting adults with disabilities between the ages of 18 and 59 from the abusive acts or omissions of their caregivers through investigation, oversight, public awareness, and prevention. In addition to its own dedicated staff in the units detailed in this annual report, the DPPC relies on the support of our referral agencies – the Department of Developmental Services (DDS), Department of Mental Health (DMH) and MassAbility (MBY). The DPPC, our referral agencies, and other partners within the Executive Office of Health and Human Services (EOHHS) comprise the adult protective service (APS) system in the Commonwealth for adults with disabilities.

Fiscal Year 2025 (FY2025) was marked by transformational forward progress but bookended by fiscal uncertainty. The DPPC's Interagency Protective Services Integration System (IPSIS) initiative was at the forefront of several major projects for the agency and its APS partners. Spearheaded by IPSIS, the DPPC executed a data sharing agreement (DSA) with EOHHS and six of its constituent agencies, those being DDS, DMH, MBY, the Departments of Public Health (DPH) and Children and Families (DCF), and the Executive Office of Aging and Independence (AGE). The goal of the DSA is to enhance intra and interagency data sharing via a data sharing spoke—known as the Master Data Management system or MDM—for shared data collection, dissemination and case management during the APS intake, investigation and oversight process. This coordinated approach will improve the provision of protective services and associated risk response actions, particularly when the alleged victim is a common client of multiple agencies. At the same time, IPSIS crafted a request for proposal for bids to overhaul the DPPC's case management system (CMS)—with an eye towards better data capture, workflows, and interface capabilities to streamline internal processes and to strengthen external interoperability. Both projects are currently in progress and will span into Fiscal Year 2026 (FY2026) and beyond.

With most of its staffing plan in place, the DPPC continued its staff enrichment program in FY2025. The DPPC's Learning and Development (L&D) unit offered multiple training opportunities for the DPPC and its referral agencies related to abuse investigations, including its series focused on interviewing adults with communication barriers or cognitive limitations. L&D also organized targeted media campaigns designed to promote awareness of the role of APS and announced the release of three major initiatives supported by the Administration for Community Living, U.S. Department of Health and Human Services: a new website, three new training videos for investigators and first responders and a new app designed to help adults with disabilities heal from the trauma of abuse. DPPC's updated website, [DPPCMass.gov](https://DPPCMass.gov), is centered around accessibility and ease of use for members of the public looking for information and resources, including reporting abuse against adults with disabilities in Massachusetts. The three training videos are instructional on how to conduct a successful interview with adults with Intellectual and Developmental Disabilities (IDD), Autism Spectrum Disorder (ASD) and Alzheimer's Disease and Related Dementias.

Through expert testimonials, survivor feedback and mock interviews that model real cases, each training video informs and educates investigators on the necessity for effective, trauma-informed interviews and guides them through proper interviewing techniques to elicit the most reliable information. DPPC's colleagues at the Building Partnerships for the Protection of Persons with Disabilities and Older Adults Initiative (BPI) and the Executive Office of Aging and Independence (AGE) were key partners in creating these videos. In addition, DPPC launched the S2 Self-Care for Survivors app, created in partnership with adults with disabilities. The S2 app follows the launch of our R3 app that was designed to assist adults with disabilities to **Recognize, Report, and Respond to Abuse**. The S2 app allows users to learn how to practice self-care, embrace their emotions and benefit from interactive activities.

The DPPC's Registry of Abusers of Persons with Intellectual and Developmental Disabilities (Registry) continued to serve as a crucial safety measure in preventing recidivist abuser staff from remaining in human services—adding 50 registered abusers to the existing list—and resulting in multiple instances of individuals either being separated from existing positions or restricted from hire due to registry placement. The Registry was also one aspect of a performance audit conducted by the Office of the State Auditor. After an exhaustive, multi-year audit, no deficiencies were found in any of the areas reviewed. The DPPC is confident in its organizational strength and thrilled to have it recognized by an outside entity after a detailed assessment.

Unfortunately, FY2025 culminated with potential fiscal storm clouds on the horizon. With wide-scale unease about federal revenue streams, the Commonwealth could not meet the optimal maintenance needs of many agencies, including the DPPC. As such, the DPPC anticipates that in FY2026, the agency will need to forgo backfilling positions lost to attrition, curtail future staff expansion, limit discretionary spending, and potentially revisit some planned new initiatives.

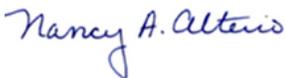
Nevertheless, the DPPC is certain that the strength and fortitude of its core operations will be maintained, thanks in no small part to the dedication of its staff and APS partners, who in FY2025, in addition to the aforementioned, accomplished the following:

- Received **19,083** hotline calls;
- Received **16,973** abuse reports;
- Responded to **2,421** informational and referral requests;
- Recorded **1,449** death reports;
- Assigned **3,234** investigations;
- Completed **2,895** investigations;
- Completed **86** petitions;
- Responded to **733** record requests and record demands;
- Oversaw protective services on **3,234** cases;
- Maintained an Abuser Registry, adding **181** new Users and **14** new Employers for **34,667** Abuser Registry searches in FY2025; and
- Maintained operations **24 hours a day, seven days a week**.

The DPPC notes that it is not alone in its work. The DPPC and its staff heavily depend on broader APS structure and our supporters, comprised of our referral agencies, law enforcement, the Healey Administration, EOHHS, the Legislature, mandated reporters, and the friends and families of persons with disabilities who share our commitment to combatting abuse in the Commonwealth. Each one of the facts and figures reflected above represent a person—whose life was improved—because of the Commonwealth’s robust APS family.

I appreciate your interest in our mission. And, despite some potential short-term challenges, I am confident that the DPPC and the Commonwealth’s APS system will remain responsive and resilient in the year ahead.

Sincerely,



Nancy A. Alterio  
Executive Director

## **Mission**

The mission of the Disabled Persons Protection Commission (DPPC) is to protect adults with disabilities from the abusive acts and omissions of their caregivers through independent investigations, independent oversight, public awareness, and prevention.

## **Vision**

All persons with disabilities can live their lives free from abuse and neglect.

## FINANCE

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The Disabled Persons Protection Commission's (DPPC) Finance Unit is primarily responsible for increasing fiscal efficiency and enhancing the delivery of goods and services while ensuring a high level of transparency and accountability. DPPC develops and submits annual budgets and spending plans to the Governor's office and Legislature to ensure the DPPC has adequate resources to receive abuse reports, investigate abuse of persons with disabilities, and stipulate the provision of protective services. To ensure fiscal accountability, monthly and annual fiscal reports are generated, reconciled, and reviewed by DPPC leadership. A system of checks and balances is in place for internal controls to understand potential risks and ways to mitigate those risks.

### FY2025 Spending Summary

DPPC has proven time and time again that it is an effective and efficient organization. Every dollar received is greatly appreciated, each one directly contributes to the protection of persons with disabilities who are victims of abuse and neglect, and ultimately, each dollar helps save lives. As a result of the Administration's support of the FY2025 \$12 million budget, DPPC was able to make meaningful progress in advancing its mission and strengthening critical infrastructure.

The budget supported both strategic initiatives and increased day-to-day operating costs across all units, ensuring the agency could meet growing demands and maintain high-quality service delivery. Key accomplishments include the completion of the two-year hiring plan, resulting in fully staffed and trained teams across DPPC Units. Capital investments supported a cost-effective buildout of new office space and the expansion of the training/conference room at DPPC's current location. These improvements, made in collaboration with the Division of Capital Asset Management and Maintenance (DCAMM), were secured under a new ten-year lease. Despite reductions in VOCA federal support, DPPC sustained funding for its Sexual Assault Response (SAR) Team—now in its ninth year. This critical program continues to increase access to trauma services for sexual assault victims with disabilities. DPPC also finalized spending from the Coronavirus Response and Relief Supplemental Act (CRRSA) and American Rescue Plan Act (ARPA) funds from the federal Administration for Community Living to improve education and technology. Finally, DPPC was awarded ARPA funding by the Legislature and Administration to lead an initiative focused on improving coordination and information sharing between protective service agencies.

## HUMAN RESOURCES

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The Disabled Persons Protection Commission's (DPPC) Human Resources Unit is responsible for managing the employee life cycle, including recruiting, hiring, onboarding, and training of employees, and for facilitating the administration of employee benefits. Services include payroll administration, benefits and leave administration, labor and employee relations, handling of all Americans with Disabilities Act requests, accommodations and processing, and approving all Family and Medical Leave Act requests.

## HOTLINE AND INTAKE

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The Disabled Persons Protection Commission's (DPPC) Intake Unit operates a 24-hour Hotline by which anyone can report suspected abuse of adults with disabilities by dialing 1-800-426-9009. People who are mandated reporters are required by law to report suspected abuse to DPPC when they have a reasonable cause to believe that a person with a disability is being abused or neglected. Mandated reporters, such as a physician, schoolteacher or social worker, are persons whose professions make them more likely to be aware of abuse or neglect of persons with disabilities. In August of 2021, a new online reporting system was implemented for all Reporters both Mandated and non-Mandated. Reporters can now submit non-emergency reports via an online reporting process 24 hours a day. The online reports are received, reviewed, and processed by the Intake team by the next business day. State law requires caregivers to notify the DPPC and local law enforcement of the death of any person with a disability under their care.

The DPPC Hotline, and the Intake Unit staff who operate it, are a vital part of DPPC's efforts to protect adults with disabilities from abuse and neglect. DPPC Intake staff, several of them bilingual, manage and process the Hotline calls during business hours. A vendor agency which is contracted, trained, and monitored by DPPC, answers the Hotline after hours and on weekends and holidays. DPPC staff members are readily available to manage emergency or complicated situations 24 hours a day, 7 days a week. Additionally, all staff members are trained to communicate via Verizon's Telecommunication Relay Service for anyone calling in who is deaf or hard of hearing.

Staff members working on the DPPC Hotline are responsible for receiving, documenting, and evaluating information provided by reporters. DPPC management reviews each report of abuse to determine the response needed to ensure the safety of the individuals involved. Reports are also evaluated to determine whether the situation meets the jurisdictional criteria for investigation under M.G.L. c. 19C.

For DPPC to investigate reported abuse committed against persons with disabilities, the enabling statute, M.G.L. c. 19C, requires the following:

- The alleged victim must be 18 to 59 years old;
- The alleged victim must be disabled by means of mental illness, intellectual/developmental disability, or physical impairment; and
- The alleged victim must require the assistance of a caregiver to accomplish a daily living need because of the disability.

Hotline staff must also examine the nature of the incident. DPPC's enabling statute, M.G.L. c. 19C, and the DPPC regulations, 118 CMR, require that the incident:

- Include an act or omission by a caregiver; and
- Result in a serious physical or serious emotional injury, or abuse per se.

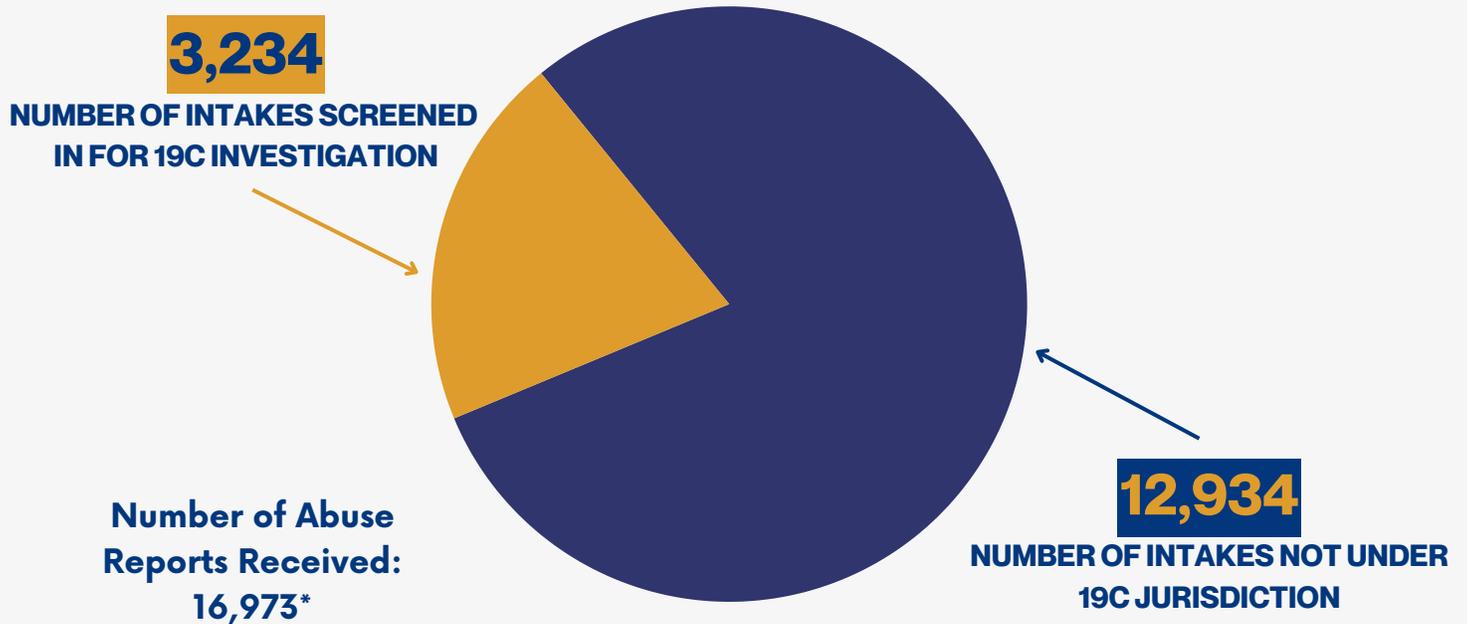
A member of the State Police Detective Unit (SPDU) assigned to the DPPC reviews every report made to the DPPC Hotline. The SPDU reviews each report to determine whether the information suggests a crime may have occurred. Suspected criminal activity is reported by the SPDU to the appropriate District Attorney's office for their review and determination of whether a criminal investigation is required.

## Hotline Activity Reports

The chart below illustrates that during FY2025 the DPPC Hotline received **16,973** reports, not including death reports and information and referral calls, resulting in **3,234** intakes being screened in for an abuse investigation.

In FY2025, the DPPC Hotline received an average of **1,590** calls per month.

### FY2025 INTAKE ACTIVITY REPORT



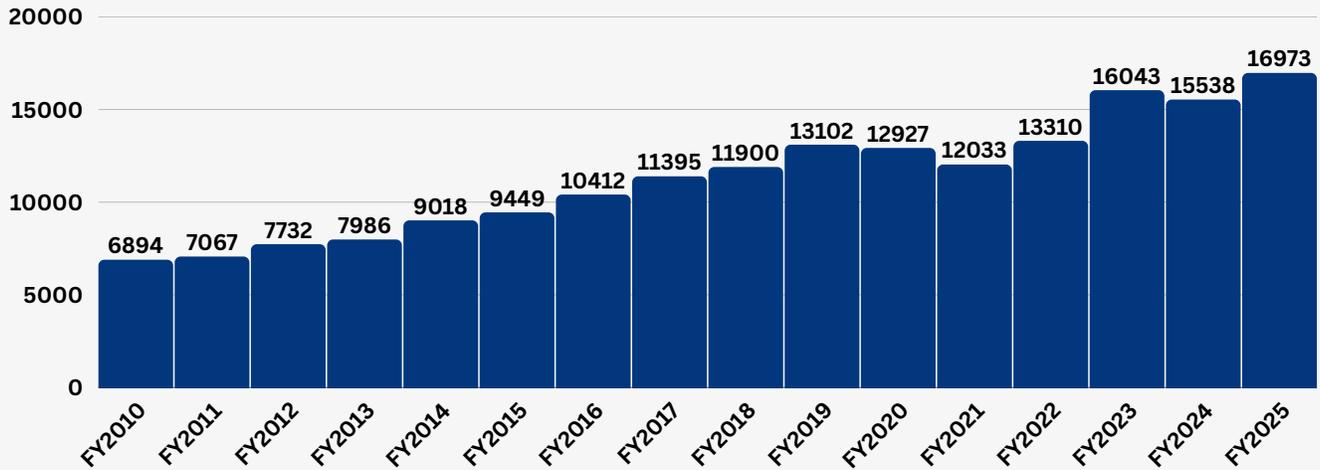
*\*DOES NOT INCLUDE DEATH REPORTS AND INFORMATION AND REFERRAL CALLS*

Every intake is reviewed pursuant to the DPPC screening criteria. A determination is made regarding whether the intake is an emergency or non-emergency, and then, whether the situation meets the agency's jurisdictional criteria. During FY2025, **3,234** of the intakes screened by the DPPC 24-Hour Hotline were assigned for a DPPC 19C investigation. Also, during this fiscal year, the **12,934** intakes not within the jurisdiction of the Commission were forwarded to the appropriate state agency for review and action as necessary.

## Abuse Reporting Trends - DPPC Hotline

The graphs below reflect Abuse Reporting to DPPC Hotline from FY2010 to FY2025 as well as Intakes that did not fall under DPPC Jurisdiction.

### ABUSE REPORTING TO DPPC HOTLINE FY2010 - FY2025

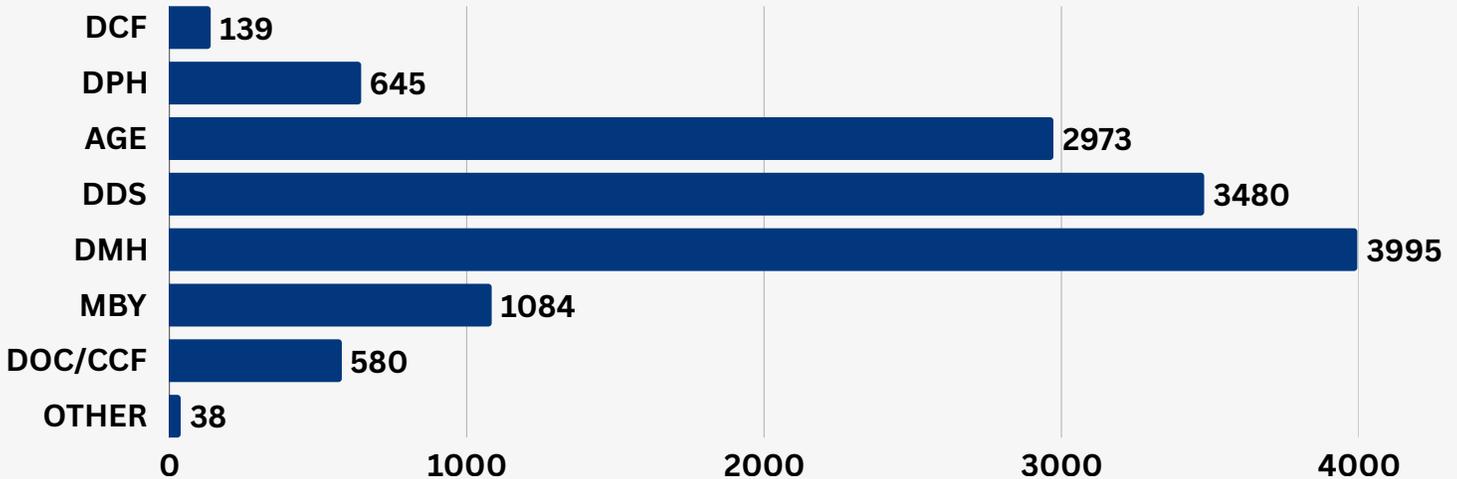


\*DOES NOT INCLUDE DEATH REPORTS AND INFORMATION AND REFERRAL CALLS

If a reported situation does not meet the jurisdictional criteria for a DPPC investigation, a copy of the DPPC Intake is forwarded for review/action to the state service providing agency appropriate to the individual's age and/or disability.

The graph below indicates that in FY2025 there were **12,934** intakes that did not fall under DPPC jurisdiction and illustrates to which state agencies they were referred.

### FY2025 INTAKES REFERRED TO OTHER AGENCIES



## Death Reports

The DPPC statute requires that any caregiver that is a state agency or an agency of any subdivision of the Commonwealth or a private agency contracting with the Commonwealth shall immediately orally notify the DPPC and local law enforcement of the death of any person with a disability under its care.

A written report of such deaths must also be forwarded to DPPC and local law enforcement officials within 24 hours of the death. This information is assessed to determine whether the cause of death may be related to abuse, and if so, an investigation is conducted. Each report of a death is entered into a database specifically for this purpose.

## INVESTIGATIONS

Reports of alleged abuse that fall within the jurisdiction of the Disabled Persons Protection Commission (DPPC), as established under M.G.L. c. 19C, are assigned to an Adult Protective Service (APS) investigator. The APS investigator may be one of DPPC's investigators or an investigator from the Department of Developmental Services (DDS), Department of Mental Health (DMH) or MassAbility (MBY).

All investigators conduct DPPC abuse investigations under the authority of M.G.L. c. 19C. DPPC regulations, 118 CMR, further clarify and operationalize the criteria established by the statute. Investigators are at the center of DPPC's efforts assisting in:

- Assessing and remediating risk;
- Collecting evidence;
- Interviewing witnesses, alleged victims and abusers;
- Reviewing documents;
- Writing reports; and
- Determining outcomes based on analysis of facts.

The most important goal of any DPPC investigation is to provide protection to anyone at risk of abuse or neglect by their caregiver. The DPPC works collaboratively with DDS, DMH and MBY to achieve this goal and to look for systemic issues that may contribute or lead to abuse.

On a newly assigned case, the investigator is responsible for:

- Initiating contact and making an evaluation of risk;
- Reporting any safety risks at the home, facility and/or program;
- Assessing protective service needs;
- Recommending and advocating for protective services if necessary; and
- Responding appropriately to the alleged victim's needs, for example, by contacting law enforcement, family members, and other appropriate parties to further ensure safety.

APS investigators conduct civil, not criminal, investigations. They work in cooperation with DPPC's oversight officers, outside service providers, law enforcement and others to ensure that victims of abuse are protected. Investigators collect all information necessary to develop an appropriate course of action and make a finding on a case.

Based upon the collected information, the investigator completes an investigation report. In the report, the investigator documents their activities and presents conclusions based on the facts. When the facts indicate that an abusive situation exists, the investigator must include specific recommendations in the investigation report to resolve any circumstances that create ongoing risk to the victim and other adults with disabilities who could be affected.

## OVERSIGHT

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The DPPC Oversight Unit oversees cases screened in for investigation. These cases are monitored according to the statute and regulations. The type of monitoring/oversight necessary for each case is dependent on the nature of the situation. The Oversight Unit also works in collaboration with the State Police Detective Unit (SPDU) assigned to the DPPC, all 19C APS investigators and with the Sexual Assault Response (SAR) team, specialized staff within the Oversight Unit.

The overall goal of the Oversight Unit is to ensure that individuals who are identified as victims or are at risk of abuse or neglect are protected. The Oversight Officer is available to the investigator, service providers and law enforcement as a resource, supplementing their work and providing another perspective. An Oversight Officer may at times conduct site visits to ensure implementation of necessary protective services.

The DPPC Oversight Unit is primarily responsible for:

- Assessing risk to victims throughout the investigative process;
- Reviewing relevant historical information regarding the alleged victim, alleged abuser, or location of the alleged abuse, to inform decisions regarding necessary protective services;
- Reviewing completed 19C investigation reports for compliance with DPPC's governing statute and regulations;
- Evaluating recommendations and protective service actions made during and as a result of an investigation;
- Ensuring that appropriate and adequate protective service measures are put in place; and
- Maintaining and entering data into the DPPC case management system.

## Sexual Assault Response (SAR) Team

The Sexual Assault Response (SAR) team within the Oversight Unit at DPPC was created in July 2017 thanks to funding from the Massachusetts Office for Victim Assistance (MOVA) through the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice Victims of Crime Act of 1984 (VOCA). This specialized team helps victims with disabilities access trauma services. SAR provides navigation, peer support and clinical matching services to victims of sexual abuse. SAR works with individuals with disabilities, families, and support teams by providing information, resources, referrals and supports. The goal of SAR is to increase access to services for persons with disabilities to aid in their recovery from sexual abuse.

In addition to navigation, peer support and clinical matching, SAR also benefits from a robust and active volunteer Advisory Council. The volunteer Advisory Council's role is to advise the DPPC in its ongoing development of SAR. The Advisory Council members share their professional/experiential wisdom to guide and enhance SAR operations. Advisory Council members also serve as ambassadors for SAR within the members' spheres of influence by acting within their own organizations to prevent and effectively respond to sexual violence against persons with disabilities. Further, the Advisory Council members are called upon for assistance with introductions to stakeholders in the fields of disability services and advocacy, sexual violence, law, mental health, criminal justice, law enforcement, medical health, education, and employment. DPPC and SAR have benefited greatly from the collective experience offered by the individual members of the volunteer Advisory Council.

## LEGAL

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The DPPC Legal Unit provides legal advice and guidance on a variety of matters pertaining to the core functions of DPPC. This includes providing general advice and support to staff investigators from DPPC, DDS, DMH and MBY who conduct investigations on behalf of DPPC.

DPPC attorneys work in coordination with legal counsel from DDS, DMH, MBY and other agencies, including District Attorneys' Offices (DA), the Office of the Attorney General (AG), Executive Office of Aging and Independence (AGE), Department of Children and Families (DCF), Department of Public Health (DPH), Division of Professional Licensure (DPL), Department of Corrections (DOC), and the Medical Examiner's Office (ME).

The DPPC Legal Unit also provides information to the public about DPPC's functions and mandate and handles record requests and court interventions when necessary. In addition, the Legal Unit performs the following specific functions within DPPC:

- Informs and assists other state agencies regarding protective services and guardianship of adults with disabilities;
- Provides advice, support and training regarding investigation issues and legal interpretation of the terms and mandates contained in M.G.L. c. 19C and 118 CMR;

- Obtains judicial protective orders when an alleged victim of abuse is at immediate risk of harm and is not able to consent to the provision of protective services due to a mental or physical impairment;
- Secures access warrants when law enforcement and/or APS investigators are unreasonably denied access to an alleged victim of abuse;
- Responds to reports of mandated reporters' failure to report abuse as required by M.G.L. c. 19C and other reporting issues;
- Conducts reviews of the conclusions of DPPC Investigation Reports pursuant to 118 CMR 14.00;
- Represents DPPC at the Division of Administrative Law Appeals (DALA) and in Superior Court in substantiated cases of registrable abuse that are appealed to DALA or Superior Court;
- Acts as the DPPC's Keeper of Records and ensures that DPPC responses to requests for DPPC records are compliant with all statutory requirements;
- Responds to formal legal demands for statutorily protected records, pursuant to court process or court order; and
- Assists Executive Director in advancing and advocating for legislation implicating or affecting DPPC's ability to efficiently perform its core functions.

## DPPC Abuser Registry

With the passage in February 2020 of what is commonly known as Nicky/Dana's Law, the DPPC was tasked by the Legislature with creating and maintaining an Abuser Registry of care providers against whom the DPPC has made a substantiated finding of registrable abuse. The DPPC Abuser Registry became effective July 31, 2021, and is intended to protect individuals with intellectual or developmental disabilities (I/DD) by barring care providers who have a substantiated finding of registrable abuse from working with other persons with intellectual or developmental disabilities. A substantiated finding of registrable abuse is a finding by the DPPC, after investigation and opportunity to appeal, that a care provider abused a person with I/DD.

**The following are the FY2025 statistics for the Abuser Registry:**

- **14** employers were added as authorized to access the DPPC Abuser Registry
- **181** Individual users created accounts to check the DPPC Abuser Registry
- **34,667** prospective care providers/care providers were searched on the DPPC Abuser Registry
- **50** care providers were placed on the DPPC Abuser Registry

## STATE POLICE DETECTIVE UNIT

The State Police Detective Unit (SPDU) assigned to the DPPC is comprised of a Sergeant and four troopers and became fully operational on May 1, 1998. The SPDU provides a statewide mechanism to ensure an effective and rapid response to potential criminal complaints of abuse and neglect against persons with disabilities by coordinating the efforts of adult protective services (APS), human services, state and local law enforcement and the Commonwealth’s District Attorneys.

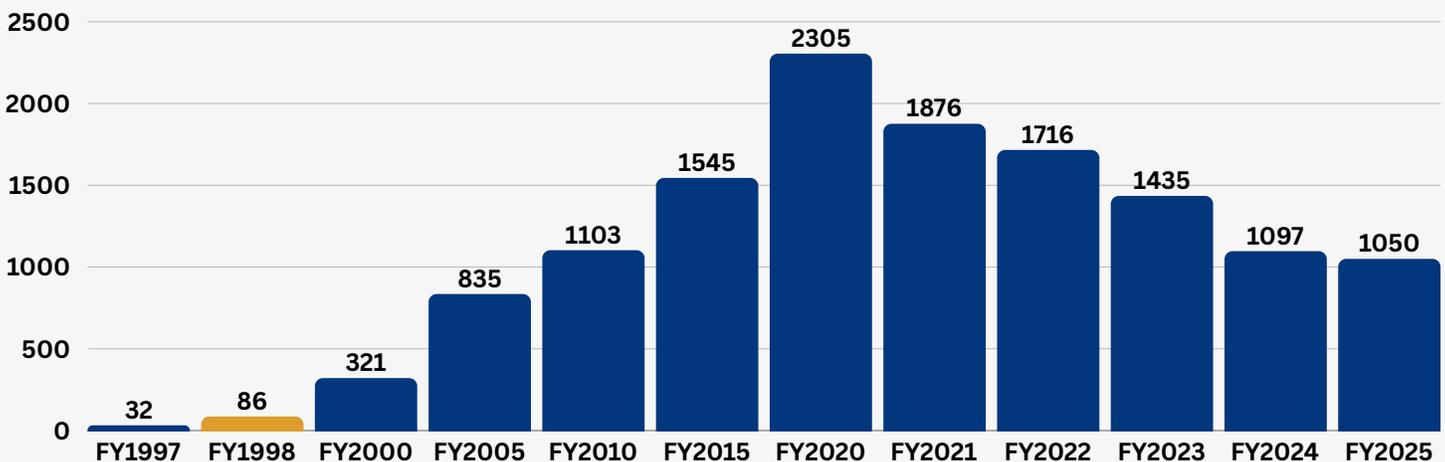
The SPDU assigned to DPPC reviews 100% of all abuse reports to DPPC’s 24-Hour Hotline. Reports identified as criminal by the SPDU are referred to the appropriate District Attorney’s Office. As defined in each Memorandum of Understanding (MOU) executed in each of the eleven district attorney jurisdictions, the SPDU assigned to DPPC, the state police liaisons within each of the eleven District Attorneys’ Offices, and the municipal police are assigned to investigate crimes committed against persons with disabilities as determined by the District Attorney.

Within Fiscal Year 2025, the SPDU reviewed **16,168** allegations of abuse. Of the **16,168** reports reviewed, **1,050** were referred by the SPDU to the District Attorneys for further review/assignment for a criminal investigation.

### District Attorney Referrals

The following graph shows the number of reports referred to the District Attorney for possible criminal investigation from fiscal years 1997 to 2025. In FY2025 there were **1,050** reports referred.

**INTAKES REFERRED TO DISTRICT ATTORNEY FROM FY1997 - FY2025**

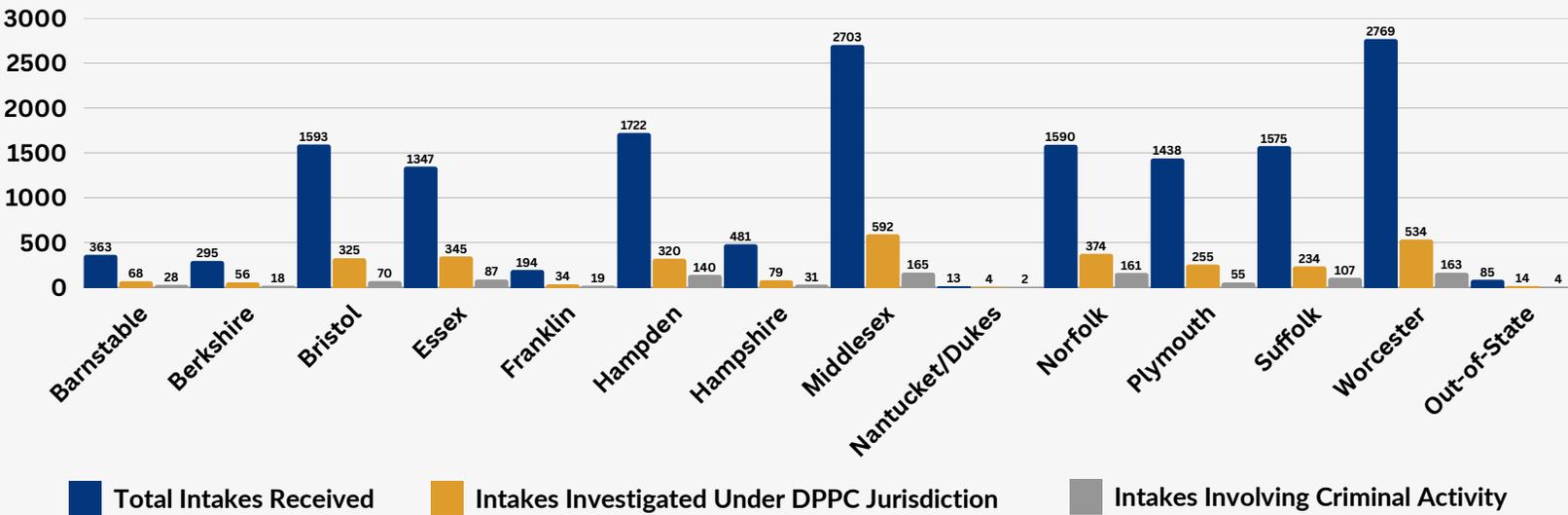


Effective July 2020, with the implementation of DPPC’s new database, multiple reports on the same incident are captured in a single intake. DPPC was not able to consolidate reports involving the same incident prior to July 2020.

## Intakes Involving Criminal Activity by County

### DPPC APS CRIMINAL INTAKES BY COUNTY JULY 1, 2024 TO JUNE 30, 2025

The graph below is a breakdown by county of the number of Intakes received by the DPPC Hotline, Intakes meeting the jurisdiction for an APS investigation, and the number of Intakes referred to the District Attorney for possible criminal investigation.

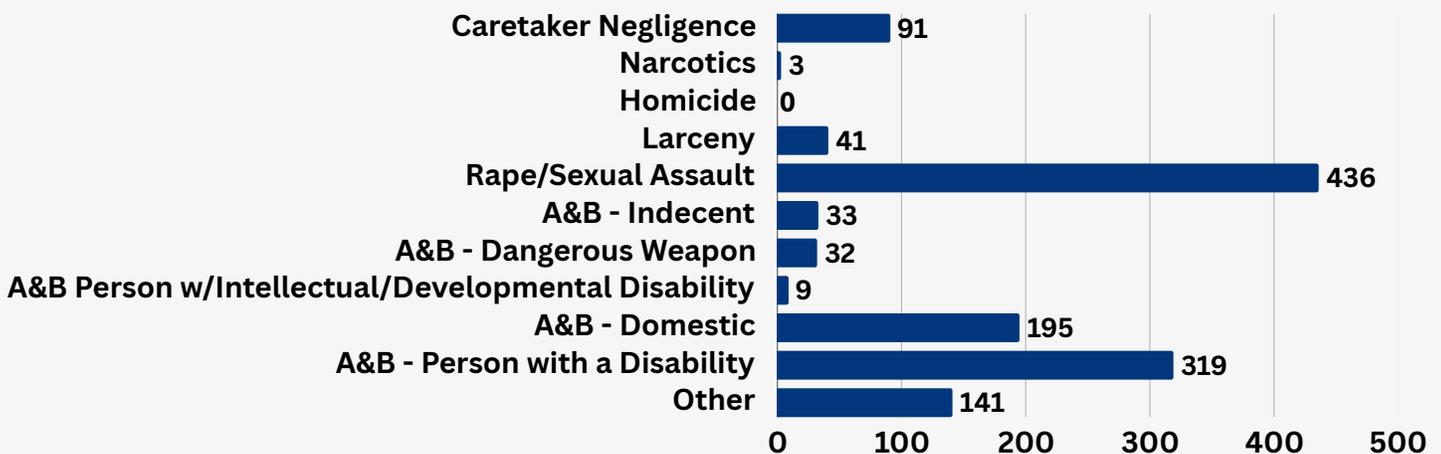


In addition to investigating criminal complaints committed against persons with disabilities, the SPDU is actively involved in training agency staff, law enforcement and other professionals. Training is provided on recognizing and reporting abuse, and on what to do and what not to do when abuse or a crime committed against a person with a disability is suspected. Training of recruits and seasoned officers throughout the Commonwealth is provided at the request of the Municipal Police Training Committee (MPTC) and the State Police Academy.

## FY2025 Types of Crimes

The SPDU also analyzes the types of crimes involved in the Intakes received by the DPPC Hotline. The chart below presents the types of criminal activity reported. Consistently a significant percentage of the criminal activity is sexual in nature. Often reports to the DPPC Hotline involve domestic violence.

### FY2025 TYPES OF CRIMES CRIMINAL ACTIVITY REPORT JULY 1, 2024 THROUGH JUNE 30, 2025



## LEARNING AND DEVELOPMENT

DPPC defines prevention as: “Any action taken to prevent abuse or neglect from occurring ...or any action taken to protect the individual from risk of further abuse, once it has already occurred.” DPPC is committed to addressing abuse and neglect committed against adults with disabilities. To accomplish this, DPPC uses education and awareness as primary tools in its effort to prevent, recognize, report, and effectively respond to abuse committed against persons with disabilities.

Some of DPPC’s ongoing activities include:

- Curricula development and trainings designed to educate Adult Protective Services (APS), law enforcement, mandated reporters, caregivers, persons with disabilities and other professionals regarding the identification and reporting of abuse of persons with disabilities;
- Providing consultation or information to agencies interested in the development of training and abuse prevention programs;
- Collaboration with agencies to develop presentations, programs and services related to abuse prevention and improving the quality of life of persons with disabilities;
- Development and distribution of educational materials to introduce DPPC operations, the role of mandated reporters and indicators of abuse and neglect; and
- Participation in local, statewide and national conferences to increase knowledge and share information related to the protection of persons with disabilities.

DPPC Learning and Development Unit

300 Granite Street, Suite 404

Braintree, MA 02184

Email: [DPPClearning@mass.gov](mailto:DPPClearning@mass.gov)

Phone: (617) 727-6465

Website: [DPPCMass.gov](http://DPPCMass.gov)

### How to File a Report of Abuse

Report suspected abuse of persons with disabilities to:

DPPC 24 hour Hotline 1-800-426-9009

Deaf and Hard of Hearing callers, please use Video Relay Services (VRS)

or MassRelay (711) to contact DPPC

Department of Children and  
Families (DCF)

For suspected abuse against children  
ages 0-17

1-800-792-5200

TTY 711

Executive Office of Aging and  
Independence (AGE)

For suspected abuse against older  
adults ages 60 and over

1-800-922-2275

TTY 711

Department of Public Health  
(DPH)

For suspected abuse against all  
people in long-term care facilities

1-800-462-5540

TTY 711

## DPPC COMMISSIONERS

### IN CLOSING

The Honorable James T. Brett, Chairman, and Commissioners of the Disabled Persons Protection Commission would like to take this opportunity to acknowledge Governor Maura T. Healey, former Governor Charles D. Baker, and members of the Senate and House of Representatives for their ongoing commitment and support in protecting adults with disabilities in the Commonwealth of Massachusetts against abuse and neglect. We would also like to recognize and thank all those who dedicate their work to enhancing the quality of life of people with disabilities.



The Honorable James T. Brett  
Chairperson



Kacy C. Maitland  
Commissioner



Mary Beth McMahon  
Commissioner



*Thank you for taking the time to review DPPC's FY2025 Annual Report.  
If you have questions or require additional information,  
please contact the DPPC at (617) 727-6465.*

