

Commonwealth of Massachusetts Commission for the Protection of Persons with Disabilities **FY2026 ANNUAL REPORT**

July 1, 2025 - June 30, 2026



MAURA T. HEALEY
GOVERNOR

KIMBERLEY DRISCOLL
LT. GOVERNOR

HONORABLE JAMES T. BRETT
CHAIRPERSON

KACY C. MAITLAND
COMMISSIONER

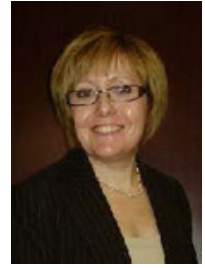
MARY BETH McMAHON
COMMISSIONER

NANCY A. ALTERIO
EXECUTIVE DIRECTOR

Table of Contents

A Message from Nancy A. Alterio, CPPD Executive Director.....	3
Mission.....	4
Vision.....	4
Finance.....	5
FY2026 Spending Summary.....	5
Human Resources.....	5
Hotline and Intake.....	6
Hotline Activity Reports.....	7
Abuse Reporting Trends - CPPD Hotline.....	8
Death Reports.....	9
Investigations.....	9
Oversight.....	10
Sexual Assault Response (SAR) Team.....	11
Legal.....	11
CPPD Abuser Registry.....	12
State Police Detective Unit.....	13
District Attorney Referrals.....	13
Intakes Involving Criminal Activity by County.....	14
FY2026 Types of Crimes.....	14
Learning and Development.....	15
How to File a Report of Abuse.....	15
CPPD Commissioners.....	16

A Message from Nancy A. Alterio, CPPD Executive Director



Dear Reader:

I appreciate your interest in the Commission for the Protection of Persons with Disabilities (CPPD). The CPPD ended Fiscal Year 2026 (FY26) with a re-branding. An Act Amending Certain Laws Relative to Persons with Disabilities, also known as Katie's Law—removed outdated and offensive terms related to persons with disabilities throughout the General Laws and replaced them with person-first language. The updates included the CPPD's statute, Chapter 19C, with the former Disabled Persons Protection Commission becoming the person-first CPPD. While known by a new name, the CPPD's vital mission is unchanged—to protect adults with disabilities ages 18-59 from abusive acts or omissions of their caregivers through investigation, oversight, public awareness, and prevention. The CPPD is a key component of the Commonwealth's adult protective service (APS) system, which includes our partner agencies and the Executive Office of Aging and Independence.

This annual report details the responsibility and accomplishments of CPPD and our referral agencies in the Executive Office of Health and Human Services (EOHHS) – Department of Developmental Services, Department of Mental Health and MassAbility – whose staff conduct investigations under the CPPD's oversight and authority and provide protective services to our constituents. Through the combined efforts of CPPD and its partners, the following are some key accomplishments in FY26:

- Received **18,255** hotline calls;
- Received **17,537** abuse reports;
- Responded to **2,594** informational and referral requests;
- Recorded **1,398** death reports;
- Assigned **2,933** investigations;
- Completed **2,871** investigations;
- Completed **97** petitions;
- Responded to **988** record requests and record demands;
- Oversaw protective services on **2,933** cases;
- Maintained an Abuser Registry, adding **51** registered abusers, creating accounts for **175** new Users and **11** new Employers for **31,443** Abuser Registry searches in FY2026; and
- Maintained operations **24 hours a day, seven days a week.**

To further our goal of strengthening APS in Massachusetts, the CPPD and EOHHS launched a data sharing initiative through the EOHHS master data management (MDM) system to improve coordination between APS agencies and enhanced risk remediation through multi-disciplinary review and quality assurance protocols. This MDM project was one of several initiated by the *Interagency Protective Services Integration System* (IPSIS) team at the CPPD—a grant funded project with the charge of advancing cross-agency data sharing and processes for responding to abuse of vulnerable populations. IPSIS also assisted our Information Technology and Quality Assurance units to redesign the case management system to streamline case administration and increase protection of our population.

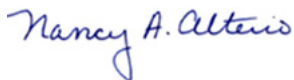
Public awareness and reporting of abuse of persons with disabilities are the first steps in combatting abuse. CPPD advanced its public awareness infrastructure through a redesigned website, new social media channels, educational materials, campaign messaging, and accessible multimedia resources. In FY2026 the CPPD's website had more than 61,000 pageviews and 27,000 visitors. CPPD also launched Abuse is REAL campaign materials, downloadable resources, social media reels, and outreach materials across Facebook, Instagram, LinkedIn, and YouTube. CPPD's website now serves as a centralized hub for reporting, resources, training videos, campaign materials, and public education.

CPPD hosts bi-monthly Mandated Reporter training sessions that are open to human service professionals throughout the Commonwealth, as well as customized training sessions to provider agencies to ensure that professionals recognize the indicators of abuse and neglect and understand their legal responsibilities. The CPPD conducted 65 mandated reporter training sessions, reaching approximately 3,500 participants representing 36 provider agencies; and delivered 21 mandated reporter and sexual assault training sessions to approximately 1,200 law enforcement recruits, detectives, and specialized investigators.

The CPPD's Registry of Abusers of Persons with Intellectual and Developmental Disabilities (Registry) unfortunately continued to grow in FY26. More than two-hundred abusers listed on the Registry are precluded from working with some adults with intellectual and/or developmental disabilities. Legislation was filed in FY26 to expand the reach of the Abuser Registry, and CPPD believes further expansion of the Registry is on the horizon.

The CPPD is grateful to our supporters in the Legislature and Administration for working in concert with us to promote the safety of persons with disabilities. And the CPPD is grateful to you, Reader, for your interest in addressing abuse of persons with disabilities. Thank you for assisting CPPD to maintain operational efforts in the upcoming fiscal year.

Sincerely,



Nancy A. Alterio
Executive Director

Mission

The mission of the Commission for the Protection of Persons with Disabilities (CPPD) 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

The Commission for the Protection of Persons with Disabilities (CPPD) 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. CPPD develops and submits annual budgets and spending plans to the Governor's office and Legislature to ensure the CPPD 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 CPPD leadership. A system of checks and balances is in place for internal controls to understand potential risks and ways to mitigate those risks.

[FY2026 Spending Summary](#)

CPPD 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 FY2026 \$12.4 million budget, CPPD was able to make meaningful progress in advancing its mission and strengthening critical infrastructure. The budget supported CPPD's strategic initiatives across all units, ensuring the agency could meet growing demands and maintain high-quality service.

HUMAN RESOURCES

The Commission for the Protection of Persons with Disabilities (CPPD) 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

The Commission for the Protection of Persons with Disabilities (CPPD) 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 CPPD 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 nonemergency 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 CPPD and local law enforcement of the death of any person with a disability under their care.

The CPPD Hotline, and the Intake Unit staff who operate it, are a vital part of CPPD's efforts to protect adults with disabilities from abuse and neglect. CPPD 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 CPPD, answers the Hotline after hours and on weekends and holidays. CPPD 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 CPPD Hotline are responsible for receiving, documenting, and evaluating information provided by reporters. CPPD 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 CPPD 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. CPPD's enabling statute, M.G.L. c. 19C, and the CPPD 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.

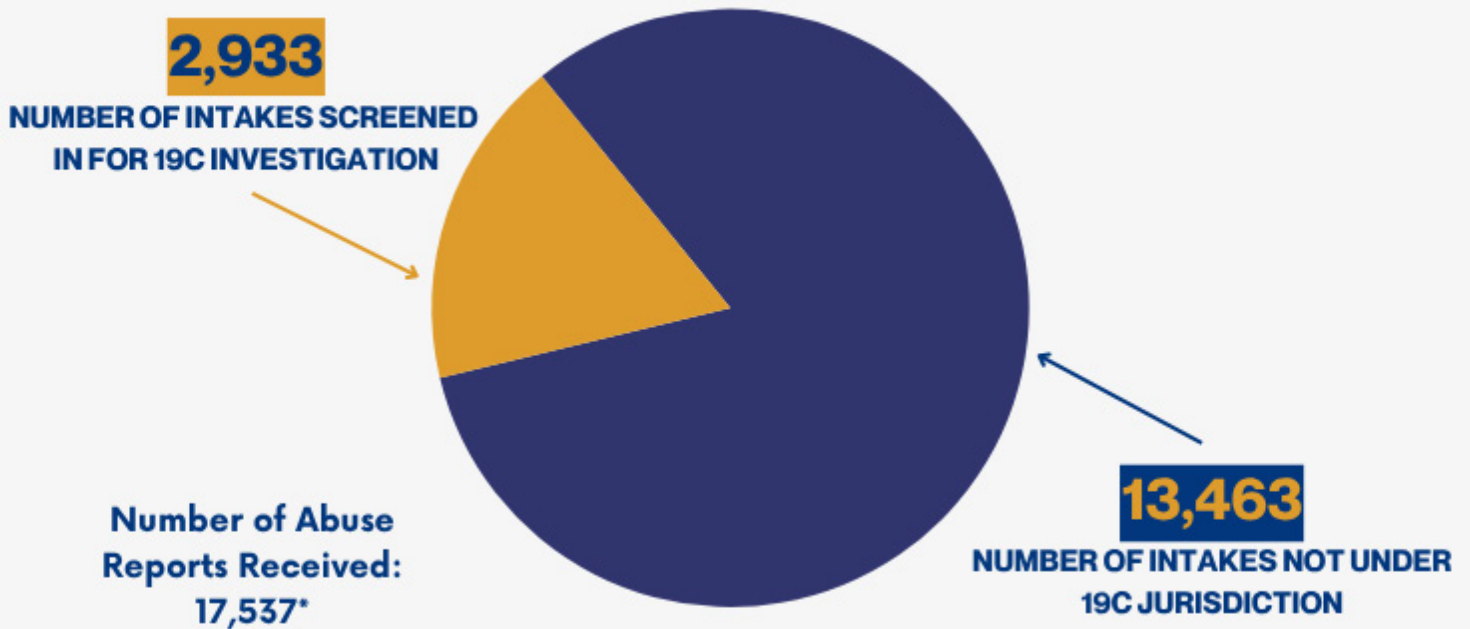
A member of the State Police Detective Unit (SPDU) assigned to the CPPD reviews every report made to the CPPD Hotline. The SPDU reviews each report to determine whether the information suggests a crime may have occurred. Suspected criminal activity is reported by the SPDU to the appropriate District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

Hotline Activity Reports

The chart below illustrates that during FY2026 the CPPD Hotline received **17,537** reports, not including death reports and information and referral calls, resulting in **2,933** intakes being screened in for an abuse investigation.

In FY2026, the CPPD Hotline received an average of **1,521** calls per month.

FY2026 INTAKE ACTIVITY REPORT



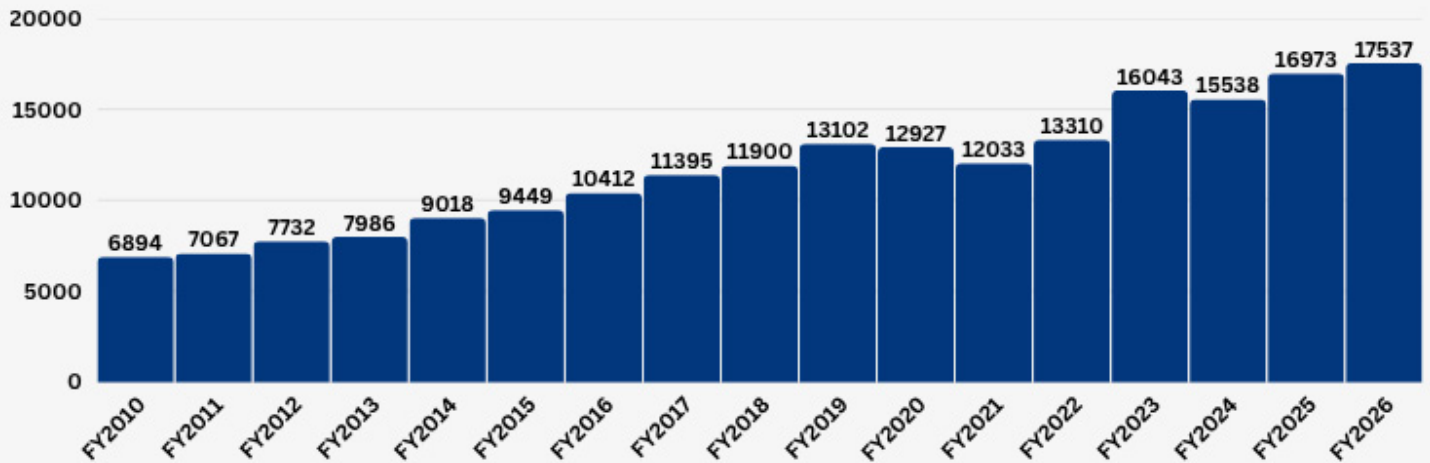
*DOES NOT INCLUDE DEATH REPORTS
AND INFORMATION AND REFERRAL CALLS

Every intake is reviewed pursuant to the CPPD 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 FY2026, **2,933** of the intakes screened by the CPPD 24-Hour Hotline were assigned for a CPPD 19C investigation. Also, during this fiscal year, the **13,463** intakes not within the jurisdiction of the Commission were forwarded to the appropriate state agency for review and action as necessary.

Abuse Reporting Trends - CPPD Hotline

The graphs below reflect Abuse Reporting to CPPD Hotline from FY2010 to FY2026 as well as Intakes that did not fall under CPPD Jurisdiction.

ABUSE REPORTING TO CPPD HOTLINE FY2010 - FY2026

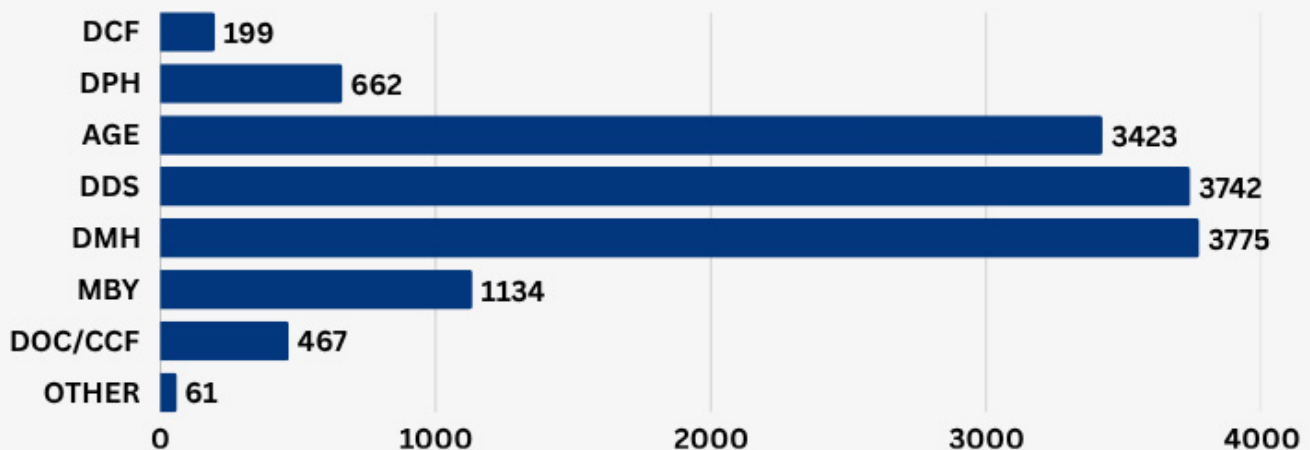


**DOES NOT INCLUDE DEATH REPORTS AND INFORMATION AND REFERRAL CALLS*

If a reported situation does not meet the jurisdictional criteria for a CPPD investigation, a copy of the CPPD 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 FY2026 there were **13,463** intakes that did not fall under CPPD jurisdiction and illustrates to which state agencies they were referred.

FY2026 INTAKES REFERRED TO OTHER AGENCIES



Death Reports

The CPPD 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 CPPD 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 CPPD 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 Commission of the Protection of Persons with Disabilities (CPPD), as established under M.G.L. c. 19C, are assigned to an Adult Protective Service (APS) investigator. The APS investigator may be one of CPPD's investigators or an investigator from the Department of Developmental Services (DDS), Department of Mental Health (DMH) or MassAbility (MBY).

All investigators conduct CPPD abuse investigations under the authority of M.G.L. c. 19C. CPPD regulations, 118 CMR, further clarify and operationalize the criteria established by the statute. Investigators are at the center of CPPD'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 CPPD investigation is to provide protection to anyone at risk of abuse or neglect by their caregiver. The CPPD 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 CPPD'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

The CPPD 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 CPPD, 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 CPPD 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 CPPD'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 CPPD case management system.

Sexual Assault Response (SAR) Team

The Sexual Assault Response (SAR) team within the Oversight Unit at CPPD 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 CPPD 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. CPPD and SAR have benefited greatly from the collective experience offered by the individual members of the volunteer Advisory Council.

LEGAL

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

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

- 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 CPPD Investigation Reports pursuant to 118 CMR 14.00;
- Represents CPPD 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 CPPD's Keeper of Records and ensures that CPPD responses to requests for CPPD 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 CPPD's ability to efficiently perform its core functions.

CPPD Abuser Registry

With the passage in February 2020 of what is commonly known as Nicky/Dana's Law, the CPPD was tasked by the Legislature with creating and maintaining an Abuser Registry of care providers against whom the CPPD has made a substantiated finding of registrable abuse. The CPPD 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 CPPD, after investigation and opportunity to appeal, that a care provider abused a person with I/DD.

The following are the FY2026 statistics for the Abuser Registry:

- **11** employers were added as authorized to access the CPPD Abuser Registry
- **175** Individual users created accounts to check the CPPD Abuser Registry
- **31,443** prospective care providers/care providers were searched on the CPPD Abuser Registry
- **51** care providers were placed on the CPPD Abuser Registry

STATE POLICE DETECTIVE UNIT

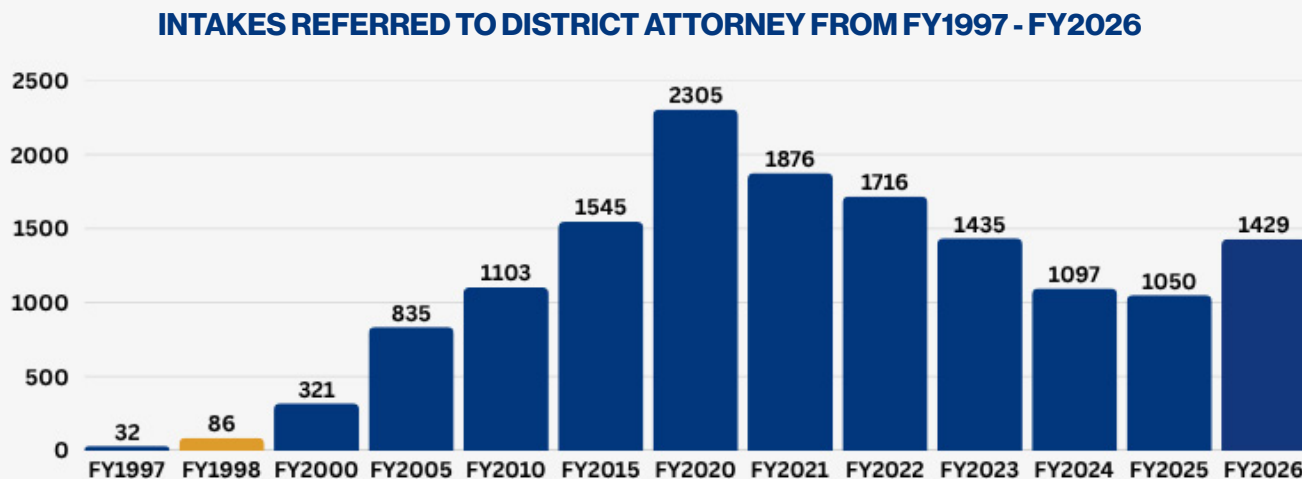
The State Police Detective Unit (SPDU) assigned to the CPPD is comprised of a Sergeant and four troopers and became fully operational on May 1, 1998. The SPDU provides a statewide mechanism to ensure an effective and rapid response to potential criminal complaints of abuse and neglect against persons 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 CPPD reviews 100% of all abuse reports to CPPD'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 CPPD, 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 2026, the SPDU reviewed **16,396** allegations of abuse. Of the **16,396** reports reviewed, **1,429** 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 2026. In FY2026 there were **1,429** reports referred.

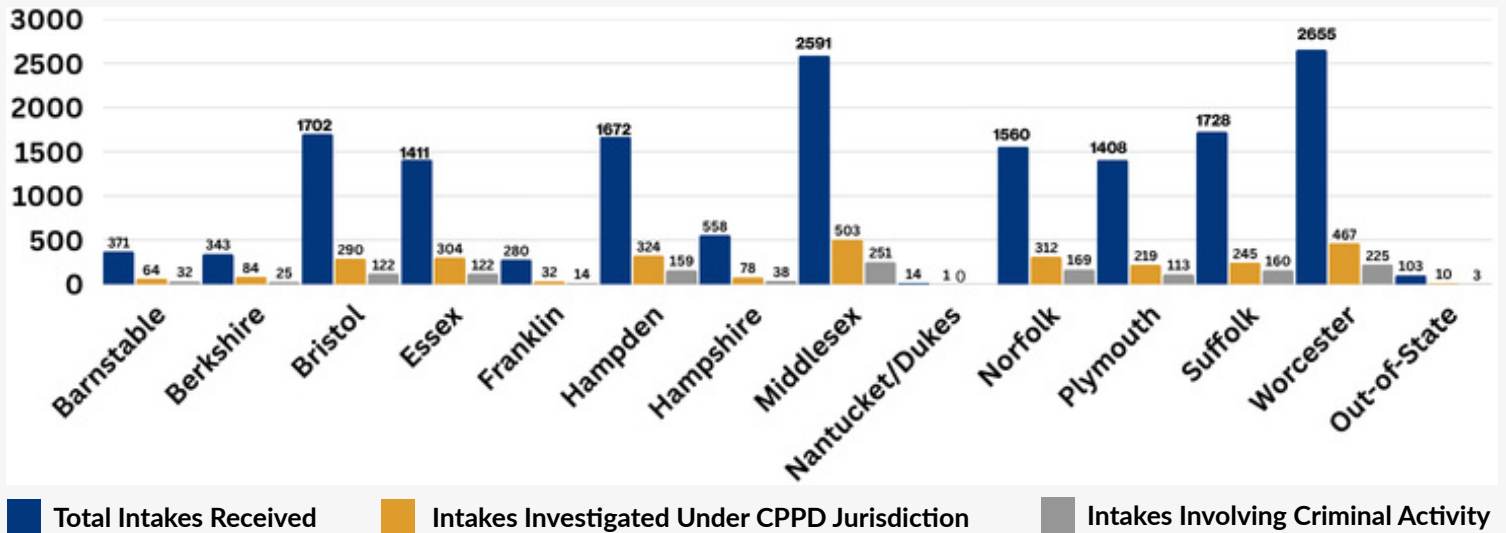


Effective July 2020, with the implementation of CPPD's new database, multiple reports on the same incident are captured in a single intake. CPPD was not able to consolidate reports involving the same incident prior to July 2020.

Intakes Involving Criminal Activity by County

CPPD APS CRIMINAL INTAKES BY COUNTY JULY 1, 2025 TO JUNE 30, 2026

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

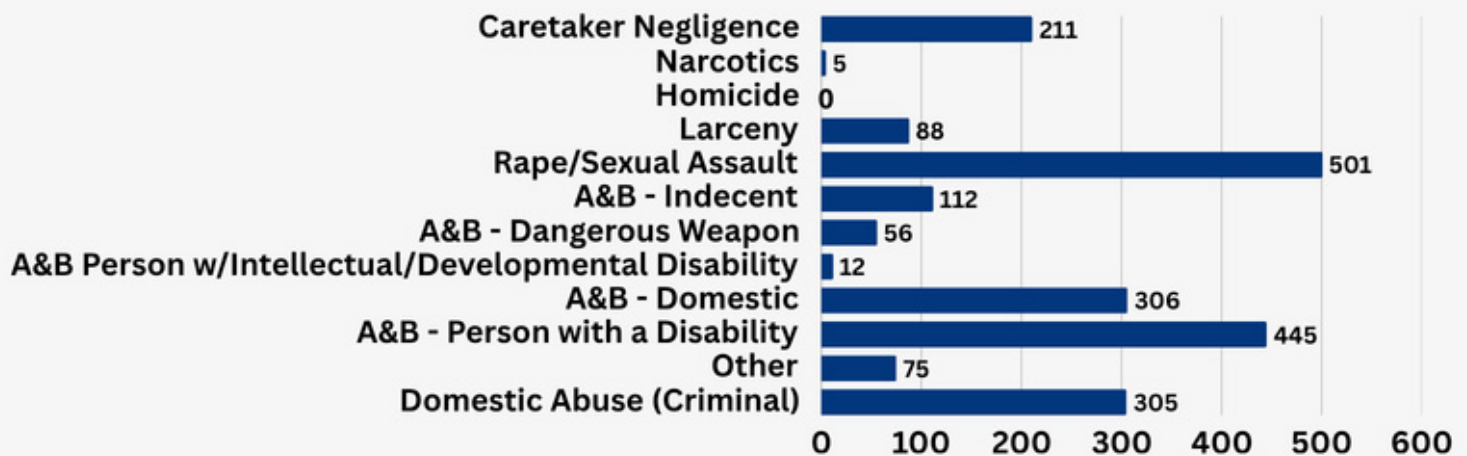


In addition to investigating criminal complaints committed against persons with disabilities, the SPDU is actively involved in training agency staff, law enforcement and other professionals. Training is provided on recognizing and reporting abuse, and on what to do and what not to do when abuse or a 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.

FY2026 Types of Crimes

The SPDU also analyzes the types of crimes involved in the Intakes received by the CPPD 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 CPPD Hotline involve domestic violence.

FY2026 TYPES OF CRIMES CRIMINAL ACTIVITY REPORT JULY 1, 2025 THROUGH JUNE 30, 2026



LEARNING AND DEVELOPMENT

CPPD 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.”* CPPD is committed to addressing abuse and neglect committed against adults with disabilities. To accomplish this, CPPD 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 CPPD'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 CPPD 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.

CPPD Learning and Development Unit

300 Granite Street, Suite 404

Braintree, MA 02184

Email: CPPD.Learning@mass.gov

Phone: (617) 727-6465

Website: CPPDMass.gov

How to File a Report of Abuse

Report suspected abuse of persons with disabilities to:

CPPD 24 hour Hotline 1-800-426-9009

Deaf and Hard of Hearing callers, please use Video Relay Services (VRS)
or MassRelay (711) to contact CPPD

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

CPPD COMMISSIONERS

IN CLOSING

The Honorable James T. Brett, Chairman, and Commissioners of the Commission for the Protection of Persons with Disabilities 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 CPPD's FY2026 Annual Report.
If you have questions or require additional information,
please contact the CPPD at (617) 727-6465.*



